



Position Details

Title:	Caseworker Aboriginal Child Specialist Advice and Support Service		
Department:	Family and Community Services	Team:	Cultural Advocate Support
Supervisor:	Coordinator Cultural Advocate Support	Location:	Mildura
Level:	Schedule B Level 3	Date Approved:	13 March 2020
Award:	Social, Community, Home Care and Disability Services Industry Award 2010		

Position Summary

The Aboriginal Child Specialist Advice and Support Service Case Worker (ACSASS) is responsible for working as a part of a team to assist, support and strengthen Aboriginal families who are in contact with Child Protection. The ACSASS case worker is responsible for providing Child Protection Practitioners advice and support about culturally appropriate intervention and service delivery.

ACSASS are to ensure that Child Protection's decisions are made in the best interest of the child/children and/or young person and assuring that connection to culture is always upheld. When a child/children and/or young person is at risk of or experiencing emotional/physical abuse, neglect, family violence, intellectual underdevelopment and /or sexual abuse Child Protection may become involved at this stage ACSASS will become involved also and will remain involved until all goals/tasks have been met. The ACSASS case worker will be required to build, maintain and foster strong relationships with Child Protection and other agencies.

Key Performance Indicators (KPI's)

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| Advisory Support | <ul style="list-style-type: none">• Provide a consultation service to the Department of Health and Human Services Child Protection unit to ensure all cultural needs and issues are considered in reaching a decision in regard to Aboriginal children.• Provide specialist information to Aboriginal families regarding child protection services, their rights and obligations.• Facilitate communication and understanding between Child Protection services and families.• Record and maintain accurate case notes for all client contact including; face to face, phone and email. |
| Direct Service Delivery | <ul style="list-style-type: none">• Attend court, meetings and home visits as required to provide support and advice to Aboriginal families in contact with Child Protection.• Liaise with families and provide advice and support to ensure all members of the families understand the process of Child Protection's involvement.• Take a holistic approach to service delivery to Aboriginal children, families and communities ensuring areas of need are identified and appropriate strategies implemented to meet the needs.• Develop and maintain an effective workload management process to ensure a timely response to demands of services.• Other duties as requested. |
| Relationship Management | <ul style="list-style-type: none">• Foster and maintain relationships with other agencies to benefit clients and the organisation.• Remain in regular contact with Child Protection throughout the duration of service delivery to each child/family. |

- Assist the Coordinator in undertaking high level negotiations with Aboriginal agencies, government bodies and community sector organisations - to enhance service delivery and policy development to Aboriginal children, families and communities.
- Participate in formal and informal supervision and annual performance appraisal.
- Undertake relevant data collection, monitor KPI's, enter data into CRIS and CRISSP and submit a monthly statistical report demonstrating progress towards improved social and emotional wellbeing in the Aboriginal community and to comply with DHHS and funding requirements.
- Report through an escalation process, any concerns that may place a client or their family at unacceptable risk.
- Contribute to Policies and Procedures with a focus on continuous improvement.
- Support values that respect historical and contemporary Aboriginal cultures so that Aboriginal people are recognised as having a special connection with the State.
- Promote compliance with relevant legislation and MDAS Policies.
- Assist with and support any internal or external audit processes.

Reporting and Compliance

Corporate Responsibilities

Key Selection Criteria

Direct Service Delivery	Sound knowledge of local issues and needs of the Aboriginal and Torres Strait Islander community and a sound understanding of the issues that Aboriginal families are facing today. A sound understanding of child and adolescent development, intervention techniques and strategies related to the protection of children and young people from abuse and neglect.
Communication and Interpersonal Skills	High level of written and verbal communication skills and competence in using a computer and demonstrated ability to give and take instruction from peers working in a team environment.
Reporting and Compliance	Ability to develop, plan, implement, manage and evaluate a program. Demonstrated ability in preparing written reports including reports with statistical data collected from service delivery reporting including well-developed accurate case noting skills.
Problem Solving	With strengths-based approach, solve problems based on operational knowledge and experience, scanning for useful information, looking for underlying causes and suggesting alternative actions for clients and staff.
Respect Cultural Diversity	Take action to provide services that are inclusive of Aboriginal people and engage in learning about other cultures to better establish relationships and improve services.
Qualification/s:	Minimum relevant Certificate IV qualification or Diploma of Welfare/Community Services.
Other Screening Requirements:	A current Drivers Licence that allows you to drive in Australia. A current Employee Working with Children Check card. A current National Police Check.

Approval

Classified by: _____	Signature: _____
Manager: _____	Employee: _____
Signature: _____	Signature: _____
Dated: ____/____/____	Dated: ____/____/____