

POSITION DESCRIPTION

Position:	Caseworker and Territories Stolen Generations Redress Support Officer
Award:	Social, Community, Home Care & Disability Services Industry Award Level 3.1 to 4.4 depending on qualifications and experience.
Location:	Cairns
Reports to:	Program Manager

ROLE SPECIFICATION

Context

Link-Up (Qld) exists to enhance the lives of Aboriginal and Torres Strait Islander peoples by reuniting those who have experienced enforced separation from their families and communities through adoption, fostering, removal or institutionalisation.

Link-Up (Qld)'s role and function is to:

- Assist Aboriginal and Torres Strait Islander peoples who have been affected by removal policies to identify and locate family members through researching and investigating various sources;
- Assist Aboriginal and Torres Strait Islander peoples who have been affected by removal policies to understand issues relating to dislocation and provide referrals to appropriate support services both formal and informal;
- Support the healing journey of Aboriginal and Torres Strait Islander peoples who have experienced trauma through being separated from their families by reuniting them with family, country and culture where possible; and,
- Assist Aboriginal and Torres Strait Islander peoples to understand trans-generational trauma brought about by their separation, through access to counselling services and post-reunion support groups.

Role Purpose

Link-Up (Qld) Caseworkers focus on the reunification of Aboriginal and Torres Strait Islander adults with their families and communities. A key focus is to undertake family history research and facilitate family reunions; provide information about the impacts of past removal policies to the whole of the community; establish networks and referral services appropriate to clients' needs; and work in partnership with other case workers, counsellors and administrative staff.

Link-Up (Qld) also provides a support service for the Territories Stolen Generations Redress Scheme. The Caseworker will be responsible for providing support to Aboriginal and Torres Strait Islander peoples by assisting with their application for the Territories Stolen Generations Redress Scheme and provide referrals and support for the entire application processes.

Reporting Relationships

The position reports to the Program Manager.

Work of the Role / Duties

Service Delivery

Is to be conducted in accordance with the Procedures and Protocols outlined in the Link-Up (Qld) Services Program Manual. Duties include:

- Manage service obligations by utilising strength-based principles, which empower clients;
- Develop reunion and case management plans to facilitate family reunions for clients;
- Assist clients who have been affected by removal policies to understand and address issues relating to Stolen Generations;
- Organise referrals to appropriate health practitioners as required;
- Undertake outreach services and travel to meet with clients and host reunions where necessary;
- Maintain case plans for all clients;
- Assist in the development and implementation of community awareness sessions about the effects of past removal policies;
- Participate in community visits to key Aboriginal and Torres Strait Islander locations as required.

Territories Stolen Generations Redress Scheme

Is to be conducted in accordance with the Procedures and Protocols outlined in the Territories Stolen Generations Redress Scheme. Duties include:

- Assist clients with their applications and support throughout this process.
- Assist clients who have been affected by removal policies to understand and address issues relating to Stolen Generations.
- Organise referrals to appropriate health practitioners as required.
- Undertake outreach services and travel to meet with clients where necessary.
- Maintain case plans for all clients.
- Assist in the development and implementation of community awareness sessions about the effects of past removal policies.
- Participate in community visits to key Aboriginal and Torres Strait Islander locations as required.
- Provide support and access to trauma informed counselling services to clients.
- Support the healing journey of Aboriginal and Torres Strait Islander people coordinating and attending Healing Camps and other healing activities as required.
- Build capacity in the delivery of trauma informed counselling services for those with complex needs.
- Provide access to interpreting or cultural translation services as required.

- Provide supportive referrals to legal support services, advocates, financial support services, counselling, and psychological care providers.
- Refer to or collaborate with appropriate services to provide social and practical support to clients such as housing, health, mental health, financial and aged care services to meet the critical needs of the individual.
- Ensure effective communication occurs within the team and across the organisation.
- Collaborate with community services to ensure participants receive timely support and positive outcomes.
- Foster collaboration and partnerships to achieve a more holistic response and better coordination within the service system.
- Meet all data, accreditation, and reporting requirements.
- Work in accordance with all legislative, workplace regulations & contractual requirements.
- Proactively work and operate within the organisations Quality Management System in all areas of work including phone, outreach and centre based.
- Working to achieve the organisations quality objectives. Monitoring risk and compliance as we progress our strategic objectives with all the obligations of Service Agreements.

Administration

- Maintain accurate client records including electronic database (Foxtrot) and case plans;
- Ensure confidentiality of client information and secure management of all program files and compliance with applicable privacy legislation and policies.

Self-Management and Team Contribution

- Participate in regular supervision meetings with manager;
- Display behaviour in alignment with the organisation's values and vision;
- Participate in a Performance Review process;
- Contribute to effective team performance and attend team meetings;
- Attend relevant training;
- Accept external professional supervision and participating in debriefing sessions;
- Comply with Link-Up (Qld)'s *Policies and Procedures*;
- Follow all safety procedures and contribute to a safe work environment;
- Participate in pre and post reunion debriefing session with manager.

Develop and Maintain Linkages

- Work to ensure effective case liaison with Link-Up (Qld) Counsellors, SEWB counsellors and other stakeholders;
- Work to foster productive relationships with all staff at Link-Up (Qld);
- Work to foster productive working relationships with other stakeholders.

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. Link-Up (Qld) can direct you to carry out duties which it considers are within your level of skill, competence and training to meet business needs.

PERSON SPECIFICATION

Required Qualifications	
The minimum qualification is Certificate IV in mental health, case management, family tracing, or a related area. Note that if you currently have qualifications in a related field, you must demonstrate the ability to match your qualification, skills and knowledge to the selection criteria list below:	
Essential Selection Criteria	
<ul style="list-style-type: none"> • Must have Caseworker experience. • Demonstrated understanding of the history and impacts of the forcible removal of Aboriginal and Torres Strait Islander children, and knowledge of the social and emotional wellbeing needs of Aboriginal and Torres Strait Islander people. • Demonstrated knowledge of the Territories Stolen Generations Redress Scheme and client eligibility for the Scheme. • Demonstrated written communication skills and an ability to engage effectively with Aboriginal and Torres Strait Islander peoples. • Demonstrated experience in working with individuals where complex trauma has been experience. • Ability to cultivate productive working relationships and build partnerships to support and promote Link-Up (Qld) programs. • Demonstrated personal drive and integrity through high level professionalism, resilience, and self-awareness. • Ability to implement responsive, client-focused case management. • Demonstrated organisational and time management skills and the ability to manage competing priorities. • Work effectively as a member of a team. • Ability to establish, develop and maintain a network of diverse stakeholders to enhance service delivery and referral pathways for clients. • Demonstrated competence in the use of technology including internet, desktop applications and database packages. • Ability to provide outreach services and regular travel. • Willingness to undertake a National Police Check. • Eligible for Blue Card. • Must hold a current Open driver's licence. 	
Key Behaviours	
Problem Solving:	Analysing issues; identifying options; selecting the most appropriate solution.
Planning:	Developing and implementing case plans that progress to client outcomes. Utilising resources to meet competing objectives whilst ensuring results that meet stakeholder needs.
Communication:	Clear, concise and professional verbal and written communication with clients, co-workers and Link-Up (Qld)'s diverse range of stakeholders.

Decisiveness:	Resolving issues promptly. Making timely decisions and assisting colleagues to make decisions in sometimes challenging situations.
Initiative:	Exercising judgement within the parameters of Link-Up (Qld)'s policies and procedures manual; taking personal responsibility to achieve deliverables.
Impact and Influence:	Liaising with peers and other staff within Link-Up (Qld), as well as staff and managers in related service delivery.
Culturally Appropriate Ways of Working	Personally demonstrate through consistent behaviour an understanding of, respect for and compliance with culturally appropriate ways of working with Aboriginal and Torres Strait Islander clients, staff, communities and a respect for other cultural groups.