

"People Making Time for People."

APPLICATION PACKAGE

Position: Community Case Worker
Salary : \$46,721 - \$55,063 per annum plus
superannuation and salary packaging
Status & Location: Full Time, Gosnells,
12 month contract

Dear applicant

We thank you for your interest in Centrecare.

This application package contains the relevant Duty Statement and Selection Criteria as well as information about the documentation you should submit for the position you have indicated interest in.

If you would like the opportunity to join our committed team and help deliver the extensive range of services that Centrecare provides to thousands of individuals, couples and families, the following pages will assist you in addressing the Selection Criteria and lodging your application by **5pm 20th February 2012**.

If you have the relevant skills, knowledge and experience to address the Selection Criteria, along with a National Police Certificate and a Working With Children Check card (where applicable) we encourage you to submit an application.

Please be advised if sending by e-mail, we only accept applications in the following formats: Word 97-2003 and Adobe PDF.

If you have any questions or comments about the information you have received, please contact our Human Resources Officer on **(08) 9325 6644**. We welcome your call.

We look forward to receiving your application.



CENTRECARE

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Other Locations

Bunbury

Cannington

Esperance

Joondalup

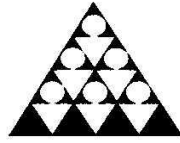
Kalgoorlie

Lockridge

Midland

Gosnells

“People Making Time for People.”



Centrecare

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WHAT IS INCLUDED IN THIS APPLICATION PACKAGE?

1. DUTY STATEMENT

2. SELECTION CRITERIA

3. PREPARING YOUR APPLICATION

4. DOCUMENTATION TO SUPPLY WITH YOUR APPLICATION

- 4.1. Statement of Claims for Selection Criteria
- 4.2. Provide your Resume (Curriculum Vitae)
- 4.3. Name and contact details of two referees
- 4.4. National Police Certificate/Working with Children Check Card

5. CLOSING DATE

6. LODGING YOUR APPLICATION



Community Case Worker Duty Statement

POSITION TITLE: Community Case Worker - Sky

LOCATION: Gosnells

STATUS: Full Time

REPORTS TO: Executive Manager

1. OVERALL PURPOSE

- 1.1. To assist children of families to move from homelessness, through identified National Affordable Housing Agreement (NAHA) Programs and Department of Housing Tenancy Support Services, into housing within the wider community.
- 1.2. To help children who have experienced homelessness, or have been at risk of becoming homeless, with the development of life skills and normal child development.

2. SPECIFIC RESPONSIBILITIES

2.1. SERVICE DELIVERY

- 2.1.1. Through a case management approach, develop a client focussed plan for each child referred to the service.
- 2.1.2. As part of a team provide support and counselling to children and their families in the home environment or where ever they are residing by:
 - 2.1.2.1. increasing life skills
 - 2.1.2.2. enhancing normal child development
 - 2.1.2.3. linking children and their families to community support, and
 - 2.1.2.4. ensuring child client contact is negotiated.
- 2.1.3. Help develop and be involved in, skills development education programs with the referred children as required.
- 2.1.4. Act as a referral source and advocate to children in identified NAHA and Department of Housing programs which includes SHAP and PTSS services.
- 2.1.5. Help families and individuals plan for secure long term accommodation.

3. PROFESSIONAL DEVELOPMENT

- 3.1. Receive regular supervision and consultation as per agency policy.
- 3.2. Maintain professional reading and knowledge

4. ADMINISTRATION

- 4.1. Ensure client contacts are up to date on the CRM data base.
- 4.2. Ensure that correspondence is up to date.
- 4.3. Ensure that community research information is up to date.
- 4.4. Ensure statistical records are kept as required by the Funding Agreement and as per Centrecare requirements and QA processes.

5. GENERIC RESPONSIBILITIES

- 5.1. Ensure that conduct is at all times professional in manner and in accordance with agency expectations.
- 5.2. Abide by relevant professional and agency ethics and agency policies and procedures.
- 5.3. Contribute to and be part of the organisational culture, where team work, co operation, client service, quality, safety, confidentiality, creativity and a positive work environment are the focus.
- 5.4. Maintain a sensitivity toward and awareness of cultural diversity and act accordingly.
- 5.5. Comply with Agency health, safety and environmental procedures, such as ensuring the establishment and maintenance of a healthy and safe work environment that protects personnel, clients, facilities, equipment, visitors and the environment.
- 5.6. Attend agency staff meetings, team meetings and other meetings as required.
- 5.7. Participate in professional development both internally and externally.
- 5.8. Ensure the efficient use and maintenance of materials and equipment.
- 5.9. Maintain a high level of skill in Microsoft Office and/or other similar computer packages relevant to the position.
- 5.10. Respond to, action and record any complaints.
- 5.11. Report any problems and make suggestions to their resolution.
- 5.12. Ensure appropriate dress at all times in accordance with the requirements of the Centrecare Dress Code Guidelines.
- 5.13. Maintain all professional accreditations, police clearances, licenses and refresher courses as per program/agency requirements.
- 5.14. Any other duties as directed by your Manager.

6. COMPETENCIES

- 6.1. Ability to be an effective member of a team or to work autonomously.
- 6.2. Creativity.
- 6.3. Communicational Skills – written and verbal.
- 6.4. Decisiveness.
- 6.5. Displays a commitment to provide ‘value adding’ services.
- 6.6. Displays an ability to stay calm in stressful situations.
- 6.7. Earns others’ trust and respect through honesty and professionalism in all interactions.
- 6.8. High attention to detail.
- 6.9. Initiative / Self motivational.
- 6.10. Interpersonal skills.
- 6.11. Organisational Awareness.
- 6.12. Possesses relevant qualification related to position.
- 6.13. Shares knowledge and skills with others to achieve outcomes.
- 6.14. Solution focused approach to problem solving.
- 6.15. Understands and learns from what others say.
- 6.16. Understands legislation, regulations and external standards that apply to relevant work practices.



Community Case Worker Selection Criteria

Centrecare is seeking suitably qualified staff to work within its accommodation and outreach services. This position is to be based in the South East Metropolitan areas of Perth.

1. Recognised tertiary level qualifications in either Justice, Psychology, Social Work, Social Sciences, Aboriginal Studies and related disciplines;
2. Ability to work with marginalised and disadvantaged groups of people especially children and their families;
3. Relevant experience in the areas of outreach, homelessness, individual/family support and/or case management.
4. An understanding of strength based approaches to client services.
5. Computer literacy skills and the ability to collect statistical data related to service delivery.
6. Well developed communication skills, written and verbal;
7. Ability to work within a team;
8. Able to work two evenings per week until 6pm and some Saturday day work if required;
9. Federal Police Clearance and Working with Children Card.
10. Possession of a current 'C' (previously 'A') class driver's licence and vehicle

Preparing your application

Your application should be typed, however, if this is not possible ensure that your written application is clear.

Please note the closing date for advertised vacancies as late applications cannot be accepted.

Documentation to Supply with Your Application

Please include the following documentation when submitting your application:

Statement of Claims for Selection Criteria

The selection criteria will specify the minimum competencies required for the position.

When preparing your statement please:

- Address and demonstrate that you meet the essential and desirable criteria.
- Treat each criterion separately.
- Provide a brief statement outlining your experience, skills and knowledge to each criterion. Briefly indicate achievements which demonstrate your application of the required skills or knowledge.

Provide your Resume (Curriculum Vitae) including:

- Personal details
- A summary of your work history
- Academic and/or training achievements, including any you are currently undertaking
- Any activities you have undertaken outside of work which are relevant to the application
- Copy of your qualification(s)

Provide Two Referees

- It is suggested you contact your referees as a courtesy prior to nominating them in your application. Indicate means of contact, work addresses and daytime telephone numbers
- Only referees who can comment on your work performance should be included. If possible, one of the referees should be your current supervisor/manager.

National Police Certificate/Working with Children Check Cards

It is a condition of employment for all positions at Centrecare that a valid National Police Certificate (issued within the past 12 months) is sighted prior to any job offer being made. We therefore encourage all applicants to include a copy of their certificate with their application, or bring to interview if they are short-listed. A National Police Certificate can be obtained by applying at your local Post Office.

Additionally, some applicants will be asked to supply a Working with Children Check card dependant on the criteria of the position applied for.

Closing Date

Your complete application must be received by the Human Resources Department prior to the deadline of the advertised closing date.

Late applications cannot be accepted.

Lodging your application

Applications can be accepted in two ways. Hard copy applications should be fastened in the top left hand corner of the application. *Please do not submit in plastic or cardboard folders.*

Posted or hand delivered applications should be marked "CONFIDENTIAL ADVERTISED VACANCY" and submitted to:

**Human Resources
Centrecare
456 Hay Street
PERTH WA 6000**

Emailed applications will also be accepted in Microsoft Word or PDF format. Email to:

humanresources@centrecare.com.au

Please do not hesitate to contact us on (08) 9325 6644 if you have any questions or comments.