

# Position Description

<b>Position title</b>	TCP Keyworker
<b>Document ID</b>	TBA
<b>Program/Unit</b>	Flexible Funding Packages – Children, Youth and Family Services
<b>Classification</b>	SCHADS Level 5, depending on qualifications and experience
<b>Position reports to</b>	TCP Coordinator

## Organisational context

On 1 July 1997, MacKillop Family Services was formed as a new organisation by re-founding seven agencies operated by the Sisters of Mercy, the Christian Brothers and the Sisters of St Joseph of the Sacred Heart in Victoria. However, our legacy and inspiration is much older. From the 1850s, these three congregations, respectively founded by Catherine McAuley, Edmund Rice and Mary MacKillop, worked in Victoria to establish homes for children who were orphaned, destitute or neglected, and for families who were in need of care and support. Throughout the years, the original model of institutional care evolved into different forms of residential care, foster care, education, family support and disability services.

The purpose and character of MacKillop Family Services as a Catholic organisation, continues to draw from the lives, works and inspiration of the three founders who provide a living model for the way our staff and volunteers approach their work. Woven through this ethos is the acknowledgement and recognition of the inherent Aboriginal spirituality of this country and respect for the cultures that have lived here for thousands of generations.

Today, we continue this work within the framework of Catholic social teaching and in the spirit of the Gospel - one of radical inclusion, restoration and accompaniment. MacKillop Family Services is now a national organisation and a leading provider of services for children, young people and families across Victoria, New South Wales, ACT, Western Australia and to other organisations in every state and beyond. We offer services and programs in family support, foster care, residential care, disability services, youth support, education and training, parenting, family therapy, mental health, family violence, early childhood, and support to women and men who, as children, were in the care of our founding agencies.

At MacKillop we pay respect to all Aboriginal and Torres Strait Islander peoples and their Elders – past, present and emerging – and acknowledge the importance of their stories, history and wisdom. They hold the memories, traditions, cultures, hopes and aspirations of all Aboriginal and Torres Strait Islander peoples. We are strongly committed to the ongoing work of Aboriginal self-determination, reconciliation, and cultural safety for our Aboriginal and Torres Strait Islander clients, staff and stakeholders.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2020/21 financial year of over \$150 million.

## Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice – to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

## Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

## Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

**JUSTICE.** We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. ***We believe in the right of all people to be treated justly and fairly.***

**HOPE.** We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. ***We seek to foster hope that assists people to find meaning.***

**COLLABORATION.** In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. ***We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.***

**COMPASSION.** Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. ***We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.***

**RESPECT.** We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. ***We seek to act with respect with regard to each other, the earth and all creation.***

## Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

## Position purpose

Flexible Funding Packages, including Targeted Care Packages (TCPs), are an allocation of funding attached to a specific child or young person based on an assessment of that child's needs. TCPs aim to enable the transition of the child from residential care into an alternate living arrangement where their experience of care is more positive, and their needs better met. TCPs provide flexibility to personalise supports to the individual needs of children and their carers assisting in alternate placements outside of residential care such as; family reunification, kinship, home-based care, lead tenant or independent living.

The TCP Key Worker is responsible for the ongoing implementation and overarching case management responsibility of these packages.

## Primary objectives

The TCP Key Worker will play a pivotal role in the achievement of better outcomes, consistent with the case plan directions and any cultural support plan for children and young people receiving a TCP.

The TCP Key Worker is a member of the Victorian Child, Youth and Family programs. The TCP Key Worker will report to a program coordinator depending on the local arrangements, and work closely with the Home Based Care (HBC), Residential Care and Community Programs staff in each division.

## Key result areas and responsibilities

The TCP Keyworker will:

- Directly engage and work therapeutically with the child or young person, their family, carers and others to facilitate changes that support achievement of the child or young person's case plan and the outcomes sought for the child or young person.
- Liaise closely with care team and other professionals to support the achievement of the case plan.
- Be the primary contact for the individual, family and children and collaborate with them to deliver a targeted care package, holding the complete picture of overall needs, strengths, goals and priorities, to achieve improved client outcomes.
- Identify, establish, lead and coordinate effective care teams as required for individuals, families, carers and children who have many needs and/or many services involved.
- Work with child or young person and their families to facilitate all elements of the targeted care package plan.
- Ensure that Aboriginal children and young people have appropriate cultural supports in line with any cultural support plan.
- Work holistically across the service system to meet the needs of the child or young person.
- Where appropriate follow and support the child or young person throughout the remainder of their care experience.

- Accurately update and maintain client information, both written and electronic, in accordance with Department of Health and Human Services' (DHHS) guidelines, program requirements and confidentiality principles.
- Attend and contribute to team meetings, supervisions (as per Organisational policy), care team meetings and wider organisational meetings.
- Undertake duties as specified in each Flexible Funding Packages.
- Undertake other duties as required.

## Key selection criteria

The incumbent will have:

- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families
- Relevant tertiary qualifications in Social Work, Psychology and/or related Behavioural Sciences at degree level with relevant experience, or an Associate Diploma with substantial experience in the relevant service stream
- Demonstrated ability to provide a case management and coordination service in complex family circumstances where multiple service providers may be involved, within a child protection system
- Well-developed time management skills and demonstrated ability to manage competing demands and interests
- Demonstrated knowledge and experience working in the community sector – including, residential care, home based care, disability, family specialist and family reunification
- Maturity and flexibility in working with complex individuals and families
- Sound knowledge of the Children, Youth and Families Act 2005 and policies relating to child welfare, family services and Child Protection Services
- Well-developed skills in assessing risks, needs and safety for children, young people and families
- Demonstrated expertise in responding creatively to the needs of children, young people and families with highly complex issues
- Excellent interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts
- Sensitivity around issues of confidentiality, gender, cultural diversity, disability, age and sexuality in dealing with a wide variety of client groups
- Demonstrated knowledge of and commitment to trauma informed therapeutic models of service delivery and the Sanctuary Model

- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Eligibility for membership of Australian Association of Social Workers (AASW) or Australian Psychological Society (APS) desirable.

## Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.
- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.
- Incorporate cultural safety into your practice with Aboriginal families.

The incumbent must possess a:

- Valid and current Victorian Driver's Licence.
- Valid and current Victorian Working with Children Card
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.

## Approval

• Approver's full name:		Date:	
Approver's position title:			
Incumbent's full name:			
Incumbent's signature:		Date:	



*MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First*

*Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.*