

POSITION DESCRIPTION

Position Title:	Caseworker
Reports To:	Executive Manager, Survivor Services
Location:	233/838 Collins Street, Naarm, Docklands, Victoria Partial online 'work from home' may be negotiated
Hours:	Hours per week negotiable, worked as flexible hours

OUR ORGANISATION

National Survivors Foundation (NSF), *formerly In Good Faith Foundation (IGFF)*, is an independent charity with national reach, registered in Victoria and supported by philanthropy, and Federal and State government grant funding. Through providing ongoing support to Survivors impacted by abuse, we are dedicated to achieving justice and recovery for those Survivors and promoting individual, family and community wellbeing.

NSF's key focus is to support Survivors of abuse through advocacy and casework that improves their access to therapeutic, justice and wellbeing options. NSF also works actively with governments and stakeholders to ensure that the interests of Survivors are considered in policy, procedures, legislation and program development.

OUR MISSION

"As a national charity, National Survivors Foundation provides support services to Survivors of abuse, helping them voice their experiences and sustaining them as they navigate justice, redress and recovery pathways. We undertake public and systemic advocacy focused on prevention of future abuse, raising awareness and promoting wellbeing and justice for Survivors. We also work to educate and equip others to protect Survivors from further harm and to prevent future abuse."

THE ROLE

The Caseworker supports and assists NSF's Survivor clients through wrap-around case management that will sustain them through diverse therapeutic, justice, compensation and redress processes.

The Caseworker provides case management for some NSF Survivor clients, and provides strategic advice and assistance to other NSF Caseworkers supporting other clients with, in many cases, complex needs and challenging circumstances.



The Caseworker supports the Executive Manager Survivor Services in the development and maintenance of effective templates, resources, practices, systems and procedures to assist Caseworkers to deliver high-quality services to Survivors.

The Caseworker is required to accord with NSF's policies and to operate in line with NSF's practices and procedures at all times.

The Caseworker may also be required to:

- Support the Executive Manager Survivor Services in developing strategy for NSF's Casework service, and in implementation of that strategy;
- Develop and maintain effective stakeholder relationships, within and outside NSF, necessary to deliver other aspects of the responsibilities of the role; and/or
- Fulfil other responsibilities appropriate to the role as requested by the Executive Manager Survivor Services or the CEO.

Specific responsibilities of the Caseworker relating to the provision of casework to Survivors include:

- Undertaking casework activities consistent with our Mission and values, and in line with the requirements of the funding NSF receives for conducting casework;
- Providing case management that includes:
 - Advocacy and support to primary, secondary and tertiary Survivors of abuses;
 - Responding to complex issues presenting from clients' individual, family and historical childhood sexual abuse contexts with reflexive trauma informed care, skills and practices;
 - Conducting intake and assessment processes, including the collection and compilation of briefing notes, social histories and relevant case work materials;
 - Providing warm referrals to relevant agencies and professionals via client collaboration that promotes their informed choice and access to localised, therapeutic, community supports;
 - Developing each client's documented case history and file materials that may include Redress, NDIS, VOCAT application forms; formal submission assistance; advocate/nominee roles and professional liaison;



- Assisting clients with information about initiatives such as the National Redress Scheme and other reparations, restoration and redress initiatives; government inquiries; and criminal or civil legal actions; and assisting those clients to engage with those processes; and
- Attending any meeting, mediation or community education event as reasonably requested by clients to support their goals, community access and development
- Maintaining confidentiality and privacy of clients' personal, family and community information;
- Responding in a flexible and efficient manner to all client, staff and professional enquiries;
- Representing and promoting the activities of NSF at forums and community events;
- Supporting our casework program development as required; and
- Maintaining appropriate professional relationships and boundaries with clients, professional associates, institutions, and community groups.

The Caseworker is expected to demonstrate:

- Strong knowledge and understanding of contemporary practice in the provision of casework support to vulnerable people;
- Ability to establish and maintain effective working relationships with internal and external stakeholders;
- Commitment to NSF's mission and values;
- Appreciation of NSF's goals, activities and organisational challenges as they impact on casework; and
- Ability to manage projects, within budgets, to deliver positive outcomes.

The Caseworker will maintain strong working relationships with:

- Survivors for which the role provides casework support.
- Services to which NSF may provide referrals, or from which NSF may receive referrals.
- Stakeholders relevant to the Survivor journey that may be institutional, government, NGO, justice and therapeutic service providers



The Caseworker should possess:

- Capability and experience suitable for provision of casework support to vulnerable people.
- Proof of eligibility for Australian employment.
- Relevant tertiary qualifications (highly desirable).

The Caseworker must complete a Working with Children check (or the equivalent in other jurisdictions) that indicates that they are suitable to work with vulnerable people.

