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POSITION DESCRIPTION

Care Consumer Law

Social worker



**Title** Social Worker

**Classification** Social, Community, Home Care & Disability Services Industry Award 2010 Level 6.1 – 6.3 (110,100 - $115,000 plus leave loading) depending on experience

**Location** 2 Akuna Street, Canberra City, ACT 2601

**Employment Status** Permanent Full-Time (part time 4 days will be considered)

**Reports to** Principal Solicitor

Care is looking for an experienced social worker to join Care’s legal team (Care Consumer Law). The social worker mainly works with in the Defined Benefits Information Services (DBIS) program which provides information and legal advice about benefits under the Motor Accident Injury Scheme to people injured or whose family member/s have died in a motor accident in the ACT. The social worker also provides support to the Centre’s clients who may be facing a high degree of vulnerability and have significant barriers to achieving a successful resolution of their legal matter including clients experiencing domestic and family violence, mental ill health or living with disability.

About Care

## Care has been supporting the Canberra community since 1983 and we believe in financial fairness for all. We are a community organisation that provides free and confidential support and assistance to people living on low to moderate incomes or who are experiencing financial difficulty.

## **Our priorities**

* Provide information, advice, advocacy, and ongoing support for people in the community who experience financial hardship or exploitive lending practices.
* Work to educate the broader community about their rights, responsibilities, and options regarding financial issues.
* Advocate for fair changes at a systemic level.
* Be innovative in the community sector to achieve key outcomes, by focusing internally as an organisation, as well as working collaboratively with partner organisations.
* Constant reflection and evaluation of our services to ensure they meet the diverse needs of our various stakeholders.

## **Our values**

Care fosters a positive workplace culture and strives to deliver quality services to meet the needs of the community. Our values underpin our work and are integral to achieving our strategic priorities.

*Integrity:* Our practices are professional, ethical, and human centred.

*Inclusion*: We seek to provide culturally appropriate and accessible services to all people in our community.

*Diversity:* We value and foster a diverse workforce and design services to reach a diverse target group.

*Respect:* We are respectful and work with compassion and empathy to support the people we work for and with.

Care is a not-for-profit Incorporated Association.

About Care Consumer Law

The Consumer Law is a program of Care. We are a small community legal centre accredited by and a member of the peak body for state and community legal centres in Australia, Community Legal Centres Australia (CLCA).

The Centre provides free legal advice and assistance to people in the ACT in relation to consumer credit and debt, insurance, Australian consumer law, general fair trading and consumer protection laws, contracts, debt recovery and bankruptcy and financial abuse.

We pride ourselves on undertaking systemic advocacy in areas of our expertise and aim to empower consumers by working towards reforming laws that are unjust and unfair. We prioritise supporting people experiencing financial hardship, disadvantage and vulnerability that may limit their access to justice without such support.

It also operates the Defined Benefits Information Service (DBIS) for the ACT Motor Accident Injuries (MAI) Commission providing information and legal assistance to people injured and family of those injured in motor accidents in the ACT.

All of Care’s employees must have an understanding of, and commitment to, the vision of the organisation and the values underpinning this.

Position Description

The position requires professional qualification in social work, professional registration or eligibility for registration with Australian Association of Social Workers. The social worker works as part of a multi-disciplinary team to provide discrete support and case management services to clients seeking advice, information and support in relation to the benefits under the Motor Accident Injuries (MAI) Scheme. The position also provides support to the Centre’s clients in other programs who may be facing a high degree of vulnerability and have significant barriers to achieving a successful resolution of their legal matter including clients experiencing domestic and family violence, mental ill health or living with disability.

As with all of Care’s employment contracts, the position is reliant on continued funding availability.

Duties

Provide timely, accurate and client focused service, including:

* Provide safe and accessible intake, referral, information services and support to vulnerable and disadvantage clients including individuals who may be experiencing trauma after a motor accident, domestic and family violence or mental ill health.
* Maintain accurate client record and data in ActionStep database.
* Make follow up calls to clients to identify any barriers being experienced by the clients and determine whether additional support is required and provide additional support if required.
* Develop and maintain a high level of knowledge of relevant referral pathways in the ACT and surrounding region, to meet client needs.
* Provide high quality case management to clients experiencing challenges intersecting with their legal matter to support their engagement with and resolution of their legal matter.
* Work collaboratively with the team and Centre’s other professionals to meet client needs.
* Adopt, implement and model trauma-informed principles in multidisciplinary legal service delivery
* Work with the Community Legal Education team to support the development and delivery of community legal education and engagement programs and campaigns as required.

Compliance

* Maintain membership of Australian Association of Social Workers (AASW) and always comply with the AASW codes.
* Ensure compliance with workplace health and safety and other professional standards
* Contribute to the development of health and wellbeing initiatives within the team.
* Comply with the Centres Risk Management guide and related policies and procedures

Training, professional development and meetings

* Maintain and build professional knowledge and technical skills through participation in relevant professional development activities
* Attend internal and external meetings as required

Selection Criteria

* Bachelor of Social Work
* Eligible for membership of the Australian Association of Social Workers.
* Excellent written, oral communication and interpersonal skills, with proven ability to engage and communicate with people experiencing vulnerability, support services, community organisations and government agencies
* Demonstrated ability to provide empathetic, trauma-informed and culturally safe social work services to clients experiencing vulnerability.
* Ability to work collaboratively in a multi-disciplinary practice to support the integration of legal and social work practice and improve outcomes for clients
* Hold or eligible for Working with Vulnerable People registration (ACT)
* Ability to support and promote diversity within the team to ensure the Centre can provide safe and responsive services to clients with diverse lived experience.
* A demonstrated commitment to Care’s values of equity, inclusion, and diversity

Summary Terms and Conditions

* Up to 38 hours, Monday – Friday, 9am – 5pm. Some flexibility is required and available
* Base salary commencement level SCHADS Award Level Level 6.1 – 6.3 (110,100 - $115,000 plus leave loading) depending on experience
* 4 weeks annual
* Christmas Shutdown period excluded from annual leave and provided by Care
* Opportunity to purchase additional leave
* Above Award personal leave entitlement of 18 days per year
* Superannuation paid at Superannuation Guaranteed Rate of 12% to Employee’s choice of fund with opportunity for Employee co-contribution
* Salary Sacrificing available
* Terms and conditions are those set out in the Job Offer Letter, Care Employment Contract, Care policies & procedures, SCHCADS Award and the National Employment Standards as set out in the Fair Work Act (2009)
* All Care staff are required to comply with Care policies & procedures.

*Care is an EEO employer: Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically, and religiously diverse backgrounds are encouraged to apply.*