

Position Description

Social Worker

POSITION DETAILS

Employment Status	Full Time
Classification	SCHADS Level 5-6 (to be determined commensurate on experience)
Reports To	Women's Legal Service Tasmania Senior Social Worker
Location	Hobart, Launceston or Burnie (to be determined)

POSITION OBJECTIVE

Under the supervision of the Women's Legal Service Tasmania Senior Social Worker, the Social Worker will provide services that assist women seeking assistance with employment matters to navigate the legal system through the Working Women's Centre.

The Working Women's Centre will focus on providing culturally appropriate and trauma-informed advice, advocacy and representation for clients seeking assistance with employment and workers compensation matters, including timely and on-the-spot assistance for clients who have experienced workplace sexual harassment and other workplace issues.

The Social Worker will provide advice and support through face-to-face and telephone client interactions, as well as providing liaison between the client, other Working Women's Centre staff and Worker Assist Tasmania to best meet client needs, and to assist secure sustainable outcomes for clients.

The Social Worker will also have a role in providing community education and training in relation to workplace issues, to the community and the sector.

Some intrastate travel may be required from time to time.

A full-time employee, the normal hours of work will be 38 hours per week, between 9:00am and 5:06pm, inclusive of a 30-minute lunch break.

Women's Legal Service Tasmania is committed to protecting children/young and vulnerable people from harm and require completion of screening checks prior to finalising employment.

KEY ROLE RESPONSIBILITIES

Social Work Services

- Provide information, advocacy, advice and assistance to women on workplace issues, including workplace entitlements and rights, gender issues, cultural diversity, discrimination and sexual harassment.
- Provide quality services in accordance with national standards for social workers and follow Women's Legal Service Tasmania and Working Women's Centre policies and procedures in order to:
 - Offer risk and safety assessments, planning and monitoring to clients engaged with the service.
 - Offer short-term counselling to support the client.
 - Support the client to consider all possible options addressing her specific workplace matter, and the implications for her wellbeing.
 - Advocate, negotiate and co-ordinate on the client's behalf with relevant stakeholders.
 - Connect clients to other longer-term supports available throughout the community sector.
 - Model respectful behavior in interactions with clients, stakeholders and others.
- Maintain accurate client records and contribute to program reporting and evaluation through the provision of a monthly statistics report, a written consideration of the impact of the work delivered, a bi-monthly case study which illustrates the impact of the Social Worker position, or other reporting methods as directed.

- Assist to develop and co-deliver community education, training and outreach programs and outreach activities in line with the work of the Working Women's Centre through identification of subject matter and audiences for the community legal education plan, as well as working collaboratively with Women's Legal Service Tasmania, Worker Assist Tasmania and the Working Women's Centre's employees to deliver these services within the plan.
- Engage in professional development activities through a connection with the Australian Association of Social Workers (AASW) or another similar professional affiliation and maintain an up-to-date knowledge through accessing professional journals and related resources.

Organisational Responsibilities

- Carry out the responsibilities of the position in accordance with the Position Description, the Working Women's Centre funding requirements and the overarching vision, mission and values, policies and procedures and Strategic Plan of Women's Legal Service Tasmania.
- Collaborate with multidisciplinary teams, including financial counsellors and solicitors, to provide holistic client services. Participate in regular case management meetings and contribute to team knowledge sharing.
- Contribute to organisational reporting, including reports to the Board, funders and other organisations.
- Be responsible for your own administrative work. The administration team provides some administrative support, however the nature of funding for community legal services does not enable full administrative support.
- Demonstrate the competencies in accordance with Women's Legal Service Tasmania's Core Competency Model. For reference, the Social, Community, Home Care and Disability Services (SCHADS) Award competencies for Level 5 are listed within this document.

KEY ROLE COMPETENCIES

Universal Competencies

Collaborative Approach

- Takes time to listen to and understand the perspectives of others.
- Uses language that demonstrates respect for colleagues and stakeholders at all times.
- Helps others consider new perspectives.
- Treats constructive feedback as a developmental opportunity.

Diverse and Inclusive

- Displays a willingness to engage with all people in a non-judgmental or non-discriminatory way.
- Ensures own conduct aligns with the values of Women's Legal Service Tasmania.
- Identifies and challenges behaviours that contravene the values of Women's Legal Service Tasmania.

Efficient and Contemporary

- Sets priorities, plans outcomes and organises work, and establishes the most appropriate ways to deliver a program.
- Provides reports on progress of program activities, including recommendations.
- Actively completes planning, study or research for particular projects, service design or implementation of procedures and presentation.

Healthy Workplace

- Practices self-care for good mental health and wellbeing.
- Recognises the significance of policy and procedures that guide workplace behaviours.

Quality Practices

- Displays motivation to engage in quality improvement projects and processes.
- Improves practices, increasing effectiveness and achieving efficiency and actively supports the application of sound quality practices.

Organisational Culture

- Actively engages in supervision and professional development opportunities.
- Establishes, builds and sustains effective relationships with colleagues and stakeholders.

- Acknowledges others' skills and expertise, encourages and contributes to the sharing of knowledge, and creates learning opportunities for others.

Client Related Competencies

Evidence based best practice

- Has an understanding of trauma and its impact across the lifespan.
- Identifies important issues for clients (e.g. mental, physical, social, occupational and spiritual needs) and collaborate with other team members at WLST to integrate support.
- Delivers a variety of appropriate interventions demonstrating a high level of knowledge and expertise.

Client focused

- Establishes, builds and sustains effective relationships with clients and their supports.
- Seeks to understand service needs from the client's perspective and ensures that the client's standards are met.
- Seeks to understand how the client relates to their own culture/s and community and, where relevant, how the client relates to the culture of their family.

Knowledge and application

- Provides care and support to clients within the boundaries prescribed by law and professional, national and local requirements, and codes of ethical practice.
- Engages in reflective practice.
- Demonstrates an extensive knowledge of resources and services for information and referral of clients.

Outcome evaluation

- Invites and involves clients in providing feedback on services and in service planning.
- Demonstrates program effectiveness with data.

SELECTION CRITERIA TO BE ADDRESSED IN AN APPLICATION

Essential

1. Hold a degree in Social Work, or other relevant university qualification, with demonstrated experience, preferably in areas such as workplace relations, crisis intervention, advocacy for women's rights, or similar roles.
2. Demonstrated knowledge and experience in the therapeutic management of clients with complex care needs, including the ability to advocate, negotiate and liaise effectively on a client's behalf in a non-judgmental manner, including an ability to assess and monitor a client's safety, identify risks, and develop effective strategies to support clients and address their needs in a trauma informed way.
3. High level written communication skills, including the ability to maintain accurate and complete client file records, as well as an ability to draft correspondence and complex reports, including collating data and case studies to demonstrate program effectiveness, with an ability to drive continuous improvement in service delivery.
4. Excellent verbal communication and interpersonal skills with proven ability to work collaboratively within a team, contributing to a positive workplace culture, and engaging effectively with diverse groups, including staff and external stakeholders
5. High level computer and system skills, particularly in relation to word processing, spreadsheets, databases, email and calendars (with competence in Apple Mac computers preferred).
6. Ability to work within and positively advance the mission and values of Women's Legal Service Tasmania, including a commitment to social justice, equity and empowerment of women and communities.
7. Hold a current Tasmanian Working with Vulnerable People (WWVP) Employment registration, and current and clear National Police Check (no more than twelve months old) or ability to obtain.

Desirable

1. Some knowledge of the legal profession and legal office operations and environments, as well as a demonstrated commitment to the principles of social justice, and familiarity and understanding of the role and challenges faced by the community services sector.
2. Demonstrated success in developing and maintaining community networks.

3. Current First Aid Certificate.
4. Full driver's license.
5. Prepared to travel intrastate as required.