

## **Client Service Officer (CSO)– Child, Youth and Family Services (CYFS) Team - Creating Links**

Applications close 15/02/2012 | Bankstown

- *F/T – 35 hours per week*
- *Based in Bankstown*
- *Salary Packaging Available*

Creating Links Co-op Ltd is a not-for profit community organisation that focuses on developing dynamic, confident and inclusive communities and families. Our office is based in the heart of Bankstown and the Child, Youth and Family Services team engages families from the whole Bankstown LGA.

Creating Links offers a range of services including: Parenting Programs, Skills development groups, Generalist Counselling, Financial Counselling, Before/Afterschool Care and Vacation Care, Disability/Respite Services, Emergency Relief, Advice/Support/Information, Case-Management and a range of other community services that aims to assist individuals and families to develop independently and achieve positive outcomes in life.

### **Job Role – (Client Service Officer)**

As part of the Child, Youth and Family Services team you will be responsible for managing a case load of families who may be experiencing a wide variety of presenting issues (e.g. financial difficulties, social isolation, unemployment, parenting issues). You will work with the families, helping them to achieve positive goals such as: Improved parent/child interactions, Decreased social isolation, Increased knowledge/use of services, Increased knowledge of child health/safety and development and Increased resilience. Group work is also a central component of the role. As a CSO you will also provide advice, support, information and referral to individuals and families who engage with the service.

### **Essential Criteria:**

- Qualifications in a social welfare field or equivalent experience in a welfare related area.
- Experience in case management.
- Knowledge and understanding of early intervention services and programs.
- Understanding of the needs of socially disadvantaged/vulnerable families
- Experience working with CALD (Culturally and Linguistically Diverse) communities
- Excellent verbal and written communication skills
- Demonstrated ability to work independently and in a team environment.
- Demonstrated group work skills
- Computer literacy
- Current NSW Drivers Licence

### **Desirable Criteria:**

- Someone who is motivated and passionate
- Knowledge of current Occupational Health & Safety Legislation.
- An understanding of Results Based Accountability.
- Fluency in a second relevant community language as well as English

➤ First Aid Certificate

Pay according to the NAPSA award Grade 3

**Benefits**

Creating Links Co Op Ltd. will offer a generous salary sacrificing options, a friendly working environment and a commitment to professional development. Applicants are encouraged to apply immediately.

To apply, please visit our website and send a copy of your resume and a detailed covering letter addressing the essential and desirable criteria in the advertisement:

**For further information:**

**Contact:** Alex Latouche

**Phone:** (02) 8713-7700

**Email:** [AlexL@creatinglinks.org.au](mailto:AlexL@creatinglinks.org.au)

**Website:** [www.creatinglinks.org.au](http://www.creatinglinks.org.au)

**POSITION DESCRIPTION:**

**Client Services Officer**

**PURPOSE OF POSITION:**

To provide casework and group facilitation to families. Undertake advocacy and provide information, advice and practical support to families experiencing situations that impact upon the health, security and development of children. Making appropriate referrals and connecting families to specialist services is also key to the role.

**RESPONSIBLE TO:**

**Manager – Child, Youth and Family Services (CYFS)**

**POSITIONS UNDER DIRECT SUPERVISION:**

Nil

**KEY RESPONSIBILITIES**

**General:**

- To process referrals to the service according to the Intake procedure.
- Inform families of the services provided by Creating Links, their rights and responsibilities and the availability of other community resources.
- To undertake case management in conjunction with Creating Links Co-op, Policies and Procedures on case management.
- In conjunction with the client, the Client Services Officer will develop an action plan containing both short and long term interventions and goals.
- Ensure accurate records of all actions, resources and tasks on the Action Plan, including timeframes and support the client to identify strategies and resources to meet goals.
- In consultation with the Target groups identify needs and develop, implement and evaluate appropriate group programs and activities that meet those identified needs. Assist other team members in conducting group programs.
- To undertake responsibility to advocate on behalf of clients with other agencies and Government Departments to achieve positive outcomes.

## **Staff- Workplace Practices**

- Meet regularly with the Manager of CYFS to overview the position and for supervision.
- Participate as a member of the team, to deliver services objectives.
- Actively engage in fair and equitable work place practices and behaviours in accordance with legislative requirements and Creating Links Policies.

## **Communication:**

- Develop and maintain network and collaborative partnerships with key agencies and community groups.
- Develop collaborative relationships and work as part of a team in developing policies, strategies and tools.
- Be responsible for informing families of the services obligations in relation to child protection, confidentiality and the Privacy Act

## **Other Duties:**

- Ensure compliance with Occupational Health and Safety policies and Service Management Policies of Creating Links Cooperative.
- Perform other duties as required and negotiated with Manager, CYFS and /or Chief Executive Officer.

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