

Social Worker (Level 5)

Organisation Overview

Circle Green Community Legal (**Circle Green**) is a community legal centre providing humanitarian, tenancy, workplace, and family and domestic violence legal advice, further assistance, representation, advocacy, community legal education, referrals, outreach, and support.

Circle Green provides accessible justice and seeks to create system, place, and space to ensure a safety net of best practice legal advice, education, and advocacy. Services aim to assist people who are otherwise disadvantaged in their access to legal services.

Specialist services also support other providers of community legal services to develop local service capacity and to build strong referral pathways.

Values



Role Contribution

The Social Worker will provide high quality client support interventions. This requires advocating with and on behalf of the client to meet wider social, health and well-being needs. The Social Worker will be responsible for undertaking tasks that support case management, documentation, referrals, and appointments. A client-centred approach and a commitment to the provision of high-quality services to vulnerable people are essential.

Key relationships

- Reporting to the Director Services
- Working with Circle Green lawyers, advocates, intake, and administration staff.
- Predominantly working with Humanitarian teams working with refugees, asylum seekers.

Key Responsibilities

Client Services

- Provides a clinical social work service to clients of Circle Green.
- Supports clients in a trauma informed way that assists them to understand the information, advice and options provided to them by legal staff.
- Undertake initial assessments and risk assessments if indicated.
- Accurately recording client activity and administrative information according to organisational requirements and standards.
- Advocates with and on behalf of the client to meet wider social, health and well-being needs.
- Provides information and supported referral assistance to clients to access other services that can assist further.
- Work within a culturally safe manner.
- Contribute to building a strength-based relationship with the client and their supports.
- Employ critical judgement and sound practice in working within a holistic framework.
- Provide a range of support interventions within a development framework that enables clients to address their needs and improve their quality of life.
- Use regular networking and community activities to promote the service, to enable effective referrals to the service, and to stay informed of client referral options.

Stakeholder engagement

- Develops and maintains respectful and responsive relationships with relevant staff and agencies.
- Ensures the reporting requirements of stakeholder interests are delivered internally in a timely and effective manner.
- Where required attend and facilitate forums, meetings, working groups etc. related to the role.
- Ensures effective two-way communications with all key stakeholders.
- Actively participates in and engages with decisions that impact the service area.

Administration

- Maintain accurate client files and record as required.
- Assist with the completion of data collection, auditing, and analysis of clients' files.
- Maintain and meet monthly data collection, client feedback and monthly reporting requirements.
- Complete other administration tasks as required.

Team Responsibilities

- Implement Circle Green's policies and procedures and act in accordance with the organisation's mission and values.
- Participate in Circle Green's team meetings, and planning and review activities.
- Carry out other duties, consistent with the role, and as directed by the Director of Services.

Selection Criteria

Experience

- Minimum 3-5 years' experience in evidenced based case management practice.
- Experience in supporting vulnerable and disadvantaged groups.
- Support Culturally and Linguistically Diverse (CALD) clients, family members and significant others by listening to and understanding the experience of mental health issues, being sensitive to cultural norms and use of interpreting services as required.
- Demonstrated commitment to the principles of social justice and human rights.

Essential

- Tertiary qualification in Social Work and eligibility for full membership of the Australian Association of Social Workers (AASW).
- Demonstrated knowledge of varied methods of assessment, case management and evaluation within Social Work practice.
- Demonstrated effective communication and interpersonal skills, both written and verbal.
- Demonstrated ability to function independently or as a member of a multidisciplinary team
- Ability to manage a clinical caseload and time effectively.

Desirable

- Experience working in a community legal centre or other multi-disciplinary environment.