

POSITION DESCRIPTION

POSITION TITLE: Social Worker

SERVICE OF: Northern River's Women and Children's Services Inc.

RESPONSIBLE TO: Project Manager

OUR VISION

Women and their children are strong, well, safe and empowered to thrive.

OUR MISSION STATEMENT

NORWACS supports and advocates for women and children across the Northern Rivers to be well, safe, strong and empowered to thrive.

OUR VALUES

Equality Integrity Respect Kindness Courage Sustainability

PURPOSE OF POSITION

The Northern Rivers Women and Children's Services (NORWACS) is focused on providing trauma informed, affordable services that are sensitive to the needs of women with complex health issues or recovering from violence. The Womens Outreach Trauma Health service (WORTH) is an initiative by NORWACS in response to devastating consequences for women following the natural disasters of 2022. NORWACS understands that vulnerable women experienced a compounding of trauma impacts, whereby pre-existing vulnerabilities associated with violence, abuse and adverse physical health were exacerbated. The additional barriers which occurred meant that women were no longer able to access emotional, psychological or physical health services to ensure and maintain wellbeing.

As such, NORWACS has established an outreach model of trauma treatment designed to meet the wholistic health needs of women. The outreach model of treatment will aim to address this through the provision of psychosocial services such as counselling and social work, and the provision of a women's health nurse to service the unique physical health



needs of women. This multi-disciplinary team will provide services to a variety of locally identified hubs, ensuring that women's health and wellbeing needs continue to be serviced whilst acknowledging and meeting the changing nature treatment needs for women post natural disaster. The specialist team will practice from a trauma informed framework, acknowledging and addressing the trauma associated with violence and abuse against women, and facilitate services for women who have are disproportionately affected by the natural disaster across the Northern Rivers Region.

STATEMENT OF DUTIES

Social Work

- Engagement and rapport building with women and stakeholders using a trauma informed framework of practice.
- Conduct comprehensive bio-psychosocial assessment.
- Treatment planning and case management.
- Utilise referral pathways and processes to ensure seamless and continuity of care services.
- Collect and report on data pertaining to engagement and presentations to service for purposes of external research oversight.
- Adhere to confidentiality and privacy policies in the documentation of client case notes.
- Develop and maintain networks and links within the community groups and organisations to support strong referral pathways.
- Participate in community awareness raising, quality improvement activities, education projects and special events.
- Engage in professional development opportunities and participate in regular group and individual supervision.

Groups and Community Projects

- Participate in relevant community projects and special events.
- Ability to design and facilitate group processes.

Administration

- Maintain accurate and timely documentation of client health records and counselling notes.
- Provide letters of support in response to court matters as contracted with the client.



- Maintain accurate and current client statistical data.
- Provide monthly staff reports and annual reports.
- Maintain a high standard in all record keeping and administrative tasks in accordance with policy and procedure.
- Participate in processes to improve the administrative procedures of the service.

Team Responsibilities

- Attend team and planning meetings and participate in staff decision making and planning processes.
- Participate and contribute to organisational quality assurance processes.
- Participate in the coordination of activities in a multidisciplinary setting.
- Maintain current knowledge of relevant organisational and legal processes and requirements such as Child Protection, WH&S, confidentiality, privacy and NORWACS policies and procedures.
- Maintain communication and accountability systems with other staff.

Safety and Security

- Ensure that safety regulations and security protocols are maintained at all times.
- Ensure confidentiality of the women's information and details and their privacy in accordance with professional standards and service policy.

Professional and Ethical Practice

- Maintain current knowledge of research, theoretical perspectives and counselling techniques.
- Supervise students to develop skills in counselling and group work.
- Respond respectfully and professionally to the women, co-workers and staff of other organisations and agencies.
- Participate in external clinical supervision.
- Reflect and monitor the issues of personal vicarious trauma, including the implementation of self-care strategies, reporting to the Manager for supervision.
- Contribute to the planning and review of procedures, policy and practices.
- Participate in performance appraisals annually or as determined by the Manager.
- Follow the Code of Ethics, policy and procedures of the organisation.



- Update and increase knowledge of available local services, relevant legislative changes, research, theory and practices in the field. Sharing this at team meetings.
- Participate in training and other activities that promote ongoing professional development.
- Reflect on and assess personal performance on the basis of the goals of the organisation and funding requirements.
- Uphold the good name and reputation of the organisation at all times.
- Contribute to continual improvement in a changing environment.

Employer Signature		Date	
Employee Signature		Date	
Last Reviewed	15/06/2023		

