

Role Description

Social Worker (OPALS)

Organisation	Caxton Legal Centre
Business Unit/Practice	Family, Domestic Violence and Elder Law Practice
Location	Brisbane
Reports to	Social Work Practice Director
Award	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Grade/Band	Level 5
Approved By	CEO
Date of Approval	June 2021

Overview of Caxton

Caxton Legal Centre represents the interests of people who are disadvantaged or on a low income when they come into contact with the law. We do this by strategically advocating to government, providing legal advice and social work services, publishing legal information and building community awareness about the issues faced by the people we help.

Caxton is an independent, non-profit, non-government community legal centre. We are committed to achieving the best outcomes for people who are on a low income or otherwise disadvantaged by working with partners from the community, government, university and private sectors.

Our vision:

A just and inclusive Queensland.

Our values:

Caxton approaches people and its work in the community with a commitment to:

- Accountability and Responsibility - going above and beyond what is expected
- Compassion and Empathy - showing our genuine concern for others
- Respect – valuing all people no matter what
- Integrity - saying and doing the right thing
- Collaboration - believing in the power of working with others

Primary purpose of the role

The Social Worker is responsible for working with and enabling clients' social well-being and safety with a focus on older people experiencing elder abuse. The role is community-based and works with clients of our Older Persons Advocacy and Legal Service (OPALS) in a co-delivery Health Justice Partnership model with the Metro South Hospital and Health Service.

Key accountabilities

- Work collaboratively with Caxton's OPALS lawyers as well as the Metro South Hospital and Health Service (HSS) partnership staff, particularly the hospital-based social workers

- Provide seamless intake, assessment, case management, counselling, support, advocacy and referrals to OPALS clients identified as being at risk of, or experiencing elder abuse, who are referred from Metro South HSS facilities, clinics and programs at pre-admission, as outpatients, or at discharge.
- Provide limited court support for clients when relevant
- Undertake casework activities in accordance with the relevant guidelines
- Provide information, advice and referral to organisations that provide services to older people about OPALS and Caxton's other services available for their clients
- Provide community education about elder abuse prevention, elder abuse 'red flags', OPALS and Caxton's services
- Attend partnership meetings and contribute to the development of partnership policies, procedures and resources
- Collect data and provide reports/information for OPALS reports to Caxton management and funders
- Participate in the OPALS evaluation
- Participate in and contribute to the national Community of Practice meetings, Contribute to the goals of Caxton Legal Centre and Caxton's Family, Domestic Violence and Elder Law Practice (FDVELP)
- Work within the Australian Association of Social Workers *Code of Ethics 2010* and Caxton Legal Centre's practice framework

Key challenges

- Working with and assisting clients with complex legal, social and health issues, including those who have experienced elder abuse
- Providing support to clients who may have an impairment
- Providing culturally competent services to people from culturally or linguistically diverse backgrounds

Key relationships

Who	Why
Practice Director Social Work	<ul style="list-style-type: none"> • This is the line manager for the role and the internal professional supervisor for the role
Practice Director FDVELP	<ul style="list-style-type: none"> • This is the legal practice director for Caxton's elder law programs and line manager for the OPALS lawyers
Caxton Social Workers	<ul style="list-style-type: none"> • All Caxton social workers work collaboratively for mutual support and to enhance practice modes and standards
OPALS lawyers	<ul style="list-style-type: none"> • The role works in a multidisciplinary service model with Caxton's OPALS lawyers to deliver the service to ensure holistic, client- centred outcomes
External	
Clients	<ul style="list-style-type: none"> • In order to provide optimum client outcomes
Metro South Hospital and Health Service	<ul style="list-style-type: none"> • To fulfil the spirit and intent of the partnership agreement to deliver the HJP

Who	Why
Key referral partners	<ul style="list-style-type: none"> Gain a greater understanding of differentiation of service provision to ensure appropriate client referrals

Role dimensions

Decision making

For client case plans

Direct reports

Nil Staff

Budget/Expenditure

Nil

Essential requirements

Bachelor of Social Work or equivalent

Experience in the provision of social work services and case work

Obtain a National Police Certificate (criminal history check)

Obtain a QLD Working with Children check (blue card)

Current Drivers License

Evidence that the applicant has current vaccination against, or is not susceptible to hepatitis B mean measles, mumps and rubella (MMR), whooping cough (varicella) and chicken pox (pertussis). This is an ongoing obligation, the applicant's immunisations and immunisation records must be up to date for the duration of the role.

It is an inherent requirement of the role that the applicant obtains a National Police Certificate (criminal history check) and working with children check (Blue Card). This is an ongoing obligation; the applicant must notify Caxton Legal Centre of any changes to their National Police Certificate (criminal history check) information and maintain a Working with children check (Blue Card) for the duration of the role.






Where the National Police Certificate (criminal history check) or Working with children check (Blue Card) indicates the person, at any time, has a Serious Record or a Criminal or Court Record, Caxton legal Centre will undertake a risk assessment to determine whether any risk is acceptable before making an offer of employment or continuing the employment of the applicant in the role. The meaning of 'Serious Record', 'Criminal or Court Record' and matters Caxton Legal Centre will have regard to when undertaking the risk assessment are set out in the Supplementary Terms annexed to this Position Description.

Capabilities for the role

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability	Capability Descriptor	Level
	Resilience and courage	Competent
	Integrity	Advanced
	Self-motivated	Competent

 Personal qualities	Diversity	Competent
 Relationships	Communication	Competent
	Client Service	Competent
	Collaboration	Competent
	Influence and negotiate	Advanced
 Results	Deliver results	Competent
	Plan and prioritise	Competent
	Problem solving	Competent
	Accountability	Competent
 Business acumen	Finance	Basic
	Technology	Competent
	Procurement	Basic
	Innovation	Competent
 People management	Manage and develop	Competent
	Inspire direction and purpose	Basic
	Business outcomes	Basic
	Change	Competent

Focus capabilities

The focus capabilities for the role are the capabilities in which employees must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and Capability	Behavioural Indicators
Personal qualities	
Resilience and courage Competent	<ul style="list-style-type: none"> Give open and honest feedback, be comfortable to challenge issues and seek alternatives
Integrity Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and influence others to do the same Seek feedback and reflect in order to improve performance
Self-motivated Competent	<ul style="list-style-type: none"> Understand own skills and ability and identify areas for growth and development to optimise performance
Diversity Competent	<ul style="list-style-type: none"> Recognise and be responsive to different experiences, perspectives, values and beliefs
Relationships	
Communication	

Group and Capability	Behavioural Indicators
Competent	<ul style="list-style-type: none"> Tailor communication both in writing and in person to suit the audience with the ability to clearly explain concepts
Client Service Competent	<ul style="list-style-type: none"> Demonstrate a strong knowledge of services available to clients and respond to requests in a timely and consistent way
Collaboration Competent	<ul style="list-style-type: none"> Build co-operative and supportive relationships across the organisation to solve problems, develop better processes and approaches to work
Influence and negotiate Advanced	<ul style="list-style-type: none"> Influence outcomes in a reasonable and measured way, presenting persuasive arguments Demonstrate sensitivity and understanding in resolving conflicts
Results	
Deliver results Competent	<ul style="list-style-type: none"> Take responsibility for delivering outcomes within prescribed timeframes and working with relevant people to successfully achieve goals
Plan and prioritise Competent	<ul style="list-style-type: none"> Respond proactively to changing circumstances and adjust plans and priorities accordingly
Problem solving Competent	<ul style="list-style-type: none"> Research and analyse information to provide accurate evidence-based advice
Accountability Competent	<ul style="list-style-type: none"> Understand and apply high standards of accountability to own work and the impact on the broader team
Business acumen	
Finance Basic	<ul style="list-style-type: none"> Awareness of financial delegation principles
Technology Competent	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology used in the organisation and possess the ability to assess the most appropriate technology for assigned tasks
Procurement Basic	<ul style="list-style-type: none"> Comply with basic purchasing requirements
Innovation Competent	<ul style="list-style-type: none"> Questions current practices to identify more efficient and effective ways to deliver organisational outcomes
People management	
Manage and Develop People Competent	<ul style="list-style-type: none"> Ability to clearly communicate roles and responsibilities
Inspire direction and purpose Basic	<ul style="list-style-type: none"> Promote a sense of purpose within the team linked to the broader organisational vision
Business outcomes Basic	<ul style="list-style-type: none"> Ability to clearly communicate team direction, reasons for decisions and the impact on individual roles
Change Competent	<ul style="list-style-type: none"> Engage with staff around change initiatives, providing clear guidance, coaching and support

I acknowledge that I have received a copy of this Position Description and have read and fully understand all accountabilities, challenges and relationships contained within. I accept that I will observe them fully during my employment.

Staff member signature:

Staff member name:

Date:

SUPPLEMENTARY TERMS

Criminal or Court Record

means any record of any Other Offence;

Other Offence

means, in relation to a person, a conviction, finding of guilt, on-the-spot fine for, or court order relating to:

- (a) an apprehended violence or protection order made against the person;
- (b) the consumption, dealing in, possession or handling of alcohol, a prohibited drug, narcotic or other prohibited substance;
- (c) violence against another person or the injury, but excluding the death, of another person; or
- (d) an attempt to commit a crime or offence, or to engage in any conduct or activity, described in paragraphs (a) to (c)

Police Check

means a formal inquiry made to the relevant police authority in each State or Territory and designed to obtain details of an individual's criminal conviction or a finding of guilt in all places (within and outside Australia) that the Grantee know the person has resided in;

Serious Offence

means:

- (a) a crime or offence involving the death of a person;
- (b) a sex-related offence or a crime, including sexual assault (whether against an adult or child); child pornography, or an indecent act involving a child;
- (c) fraud, money laundering, insider dealing or any other financial offence or crime, including those under legislation relating to companies, banking, insurance or other financial services; or
- (d) an attempt to commit a crime or offence described in (a) to (c);

Serious Record

means a conviction or any finding of guilt regarding a Serious Offence;

Vulnerable Person

means:

(a) an individual under the age of 18; or

(b) an individual aged 18 years and above who is or may be unable to take care of themselves, or is unable to protect themselves against harm or exploitation for any reason, including age, physical or mental illness, trauma or disability, pregnancy, the influence, or past or existing use, of alcohol, drugs or substances or any other reason.