

Caseworker (Skills First Reconnect Program) - Position Description

Position Title:	Reconnect Caseworker & CNLC Student Support
Position Supervisor:	Community Development Manager
Location:	20 Princes Street, Carlton North
Work Type:	0.8 FTE - 4 days 1 year contract with possibility of extension if grant extended Start date – early February 2024 (or as soon as available)
Salary:	The position is classified under the Neighbourhood Houses and Adult Community Education (NHACE) Collective Agreement 2016, SCHCADS Award Classification structure. The position will be paid at the hourly rate of: SCHADS Schedule 3B class I Level 3.4 (Pro-rata), plus 11% superannuation
About CNLC:	
<p>Carlton Neighbourhood Learning Centre's (CNLC) is a values-driven community not-for-profit Neighbourhood House, Learn Local provider, and Registered Training Organisation (RTO). We combine community development and environmental programs with adult education and training. Visit the CNLC Website at www.cnlc.org.au</p>	
Position Summary:	
<p>CNLC is delivering the Skills First Reconnect Program in the City of Yarra and City of Melbourne, supporting 20 adults who are long-term unemployed and disengaged from education and training due to complex barriers to participation. This program is funded by the Department of Education and Training with the aim to improve the target cohort's overall wellbeing outcomes by supporting their re-engagement with other services, programs, education, training, and employment.</p> <p>The role of the Reconnect Caseworker is to support clients to overcome barriers and progress in their pathways to education, training, and employment as part of the Reconnect program. The Caseworker will assess clients' non-training and training needs, develop strengths-based pathways plans with the clients and support them to achieve their goals. This may include identifying and referring clients into appropriate services and programs, education and training opportunities, liaising with other service providers, coordinating responses, and engaging clients in other capacity building opportunities.</p> <p>The Caseworker will also provide individual support to CNLC students. Support may involve assisting students in completing forms/applications, advocating on behalf of students, referring students to appropriate supports and services and providing interim counselling support and risk management.</p> <p>The position is suitable for people with experience in social work, counselling or community adult education.</p>	
Duties / Responsibilities:	
<p><u>Reconnect</u></p> <ul style="list-style-type: none"> • Work with the CNLC Community Development Manager and Adult Education Manager to recruit eligible clients and create referral pathways in to the Reconnect program. • Undertake initial assessments of clients' existing levels of educational attainment and education and training needs. • Undertake a holistic evaluation of client's non-training needs including personal development and capacity building, practical needs such as housing, health and access to specialist services, employability skills, and vocational skills and careers aspirations. • Support clients to develop short and long-term goals (focused on pathways to volunteering, education, training or employment) and a transition plan into those pathways. • Report to the Carringbush Community Support and Casework Coordinator regarding program milestones and progress with individual clients. • Provide advice and mentoring for clients. • Refer clients for further external support and assist them to access and engage with these services. • Where appropriate, set up work experience placements for clients. 	

- Meet with each client at least once per month and maintain strong and consistent communication with clients and external service providers.
- Maintain accurate, comprehensive and confidential records and reports, ensuring that the Client Database is up to date.
- Track the progress of clients for at least 6 months following the completion of service delivery.
- With CNLC's Community Development Manager and the Carringbush Community Support and Casework Coordinator, develop and practice strategies to meet the program target participant numbers each year.
- Support the promotion of the program by visiting local organisations and service providers.

Student support

- Attend appointments and follow up with select CNLC students, primarily English as Additional language students, to assist them with immediate individual support with, for example, form filling, accessing support services, and advocacy.

Qualifications:

Mandatory:

- Qualifications or equivalent experience relating to Social Work, Counselling, or Casework

Key Selection Criteria:

- Experience working with people from culturally and linguistically diverse backgrounds.
- Experience working with people with low levels of English language, literacy and numeracy.
- Experience with or knowledge of conducting a needs analysis and providing support, mentoring and referral services for people experiencing complex barriers to participation, including those relating to complex trauma.
- Ability to build supportive professional relationships and strong rapport with clients.
- Knowledge and experience in Education and Training Pathways.
- Excellent time management and organisational skills including accurate, comprehensive, and up to date record keeping.
- Effective interpersonal and communication skills in a multicultural and diverse community setting.
- Effective team member - ability to work cooperatively with staff and volunteers; ability to adapt and be flexible, working in community settings.

Conditions of employment:

- **Probation** - An initial 2 month probation period applies.
- **Police check & WWCC** - You will need to have a police check and Working with Children Check prior to commencing the position. CNLC will pay for and complete this check/ these checks if you are the preferred candidate.
- **Work location** - The position is primarily based at 20 Princes Street, Carlton North with the possibility of one day either at our Open Door office on the Carlton Housing Estate.

CNLC is an organisation committed to being inclusive and values lived experience reflecting our community's diversity. We aim to provide a culturally safe environment. People with a culturally diverse background are encouraged to apply. All staff are expected to abide by CNLC Policies & Procedures, including its Child Safe Policy.

How to apply:

Email info@cnlc.org.au Subject Line: Reconnect Caseworker and attach a CV/resume, and a cover letter and response to the Key Selection Criteria (two pages maximum). **Applications close: 5pm, January 18th. Please apply as soon as possible.** For any questions or further information contact: Tony Milne, CNLC Executive Officer, tony@cnlc.org.au 03 9347 2739.

Executive Officer Approved:

Tony Milne

Date:

21/12/2023