

## Office of Safeguarding: Caseworker, Healing and Support (Zimmerman Service)

<p><b>REPORTS TO</b></p> <p>Manager, Healing and Support (Zimmerman Service)</p>	<p><b>ORGANISATION LOCATION</b></p> <p>5 Selma Street, Newcastle West</p>
<p><b>POSITION GRADING</b></p> <p>Grade 4</p>	<p><b>POSITION STATUS</b></p> <p>Permanent (negotiable full-time or part-time)</p>
<p><b>ORGANISATIONAL SUMMARY</b></p> <p>The Diocese of Maitland-Newcastle ('Diocese') serves the Hunter and Manning regions which have a population of some 160,000 Catholics. Through its parishes, pastoral groups, and its agencies of Catholic Schools, CatholicCare, St Nicholas Early Education and other agencies the diocese provides pastoral, educational, social welfare, and community development. The Diocese employees approximately 3,500 staff across these agencies.</p> <p>The Office of Safeguarding Children and Vulnerable Adults within the Diocese of Maitland-Newcastle ('Office of Safeguarding') is a statement of the Diocese's determination to safeguard those to whom we owe the greatest duty of care; Jesus said, "Let the little children alone, and do not stop them from coming to me; for it is to such as these that the kingdom of Heaven belongs." (Matthew 19:14)</p>	
<p><b>VISION</b></p> <p>To live the joy of the Gospel and share it with the world.</p>	
<p><b>MISSION</b></p> <p>In 1992-93, the diocesan community resolved to embrace and promote the Vatican II understanding of the Church's mission contained in the following:</p> <p><i>The Church, because it is the People of God and the Body of Christ enlivened by his Spirit, is called to be a sign and instrument of communion with God and of unity among all people (LG1). The Church exists to promote the Kingdom of God on earth (LG5). This it does by proclaiming Christ – the Good News of God's love for all people – and by working in the world for justice, peace and reconciliation.</i></p> <p>The 1992 Diocesan Synod expressed the missionary focus in our ten theological principles. These form the basis of life and pastoral planning across the whole diocesan community.</p>	
<p><b>PRIMARY PURPOSE</b></p> <p>The Caseworker, Healing and Support ('Caseworker') role will provide personalised healing and support services to survivors of historic child sexual abuse, their partners, parents, children and siblings, in accordance with the standards of the Catholic Church, relevant Diocesan policies and procedures and under the direction of the Manager, Healing and Support (Zimmerman Service) ('Manager').</p> <p>The Caseworker provide a supportive and pastoral response to those who have been affected by child sexual abuse or by sexual assault as an adult, perpetrated by members of the Diocese and to act as their advocate both within the Diocese and to the wider community.</p> <p>The Caseworker will:</p> <ul style="list-style-type: none"> <li>• Work directly with survivors/victims and their immediate families to support and promote their personal and unique journey towards healing.</li> </ul>	

- Build networks of support and community within the Diocese, the wider Catholic Church, other denominations and faith based organisations and the wider community for survivors/victims.
- Ensure funded support services provided survivors/victims and their immediate families are in accordance with relevant diocesan guidelines.
- Report any allegations of abusive or neglectful conduct towards children or vulnerable adults to the Manager, Prevention and Response Service (inclusive of any potential criminality).

The Caseworker will actively promote the cohesion and cooperation of the various services within the Office of Safeguarding and model the Office's esprit de corps.

KEY ACCOUNTABILITIES	KEY TASKS
<p><b>Specialist knowledge and advice</b></p> <p>Maintain contemporary knowledge and practice in the fields of supporting victims of sexual assault and child protection</p>	<ul style="list-style-type: none"> <li>• Maintain a specialist level of knowledge of current theories, practice and research in relation to child sexual abuse, the mental health issues associated with such abuse and interventions and treatments for and support of those affected in a Catholic Church context.</li> <li>• Maintain a high level of knowledge and awareness in:               <ul style="list-style-type: none"> <li>○ interventions and treatment for victims of contemporary sexual assault,</li> <li>○ criminal investigations and criminal court processes,</li> <li>○ current and pending issues relating to safeguarding, notably those that are of a more serious nature, and</li> <li>○ the community's understanding and beliefs on issues relating to the Diocese's management of safeguarding.</li> </ul> </li> <li>• Integrate the above information to support the Manager in the ongoing development of the service.</li> </ul> <p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Provide subject matter expertise in developing safeguarding training for the Diocese and its agencies.</li> <li>• Participate in delivering the program of mandatory safeguarding training across the Diocese.</li> <li>• Assist the Manager Healing and Support in identifying additional training required for particular Diocesan parishes, teams or programs.</li> <li>• Provide support for staff attending training who have been affected by church abuse</li> </ul>
<p><b>Therapeutic and Supportive Relationships</b></p> <p>Develop and maintain appropriate, supportive and therapeutic relationships and coordination of services for persons affected by sexual abuse within the Diocese. This may also include persons now living away from the Hunter and</p>	<p>The Caseworker will apply their specialist level of knowledge of current theories and practice in working with and supporting survivors of child sexual abuse to:</p> <p><b>Healing and Support Intake</b></p> <ul style="list-style-type: none"> <li>• Take up newly referred clients, as allocated by the Manager in a respectful and timely manner by way of direct contact, by phone or face-to-face.</li> <li>• Clarify that person subject of allegation is/was a member of the Diocese or an organisation that operated within the Diocese.</li> </ul>

<p>Manning regions but who were abused in this Diocese.</p>	<ul style="list-style-type: none"> <li>• Provide a response to people who approach Office of Safeguarding, who now live in this Diocese but were abused in another institution. This response may include:             <ul style="list-style-type: none"> <li>○ provision of information as to local generic support services for survivors/victims,</li> <li>○ identifying the relevant organisation or entity who was or is responsible for the institution where the abuse occurred, and</li> <li>○ facilitating and supporting the person’s referral to that organisation or negotiating brokerage for the provision of support services, including fee-for-service counselling for the survivor/victim.</li> </ul> </li> </ul> <p><b>Direct support</b></p> <ul style="list-style-type: none"> <li>• Provide brief supportive counselling and psycho-education to individuals using Healing and Support.</li> <li>• Introduce individuals to other individuals, processes or groups based on their individual progress.</li> <li>• Maintain contact with the individual for an extended period of time whilst there are current issues such as criminal or civil proceedings and thereafter as the individual requires/needs</li> <li>• Advocate both within the Diocese and the wider community, on behalf of individuals affected by sexual abuse, to obtain supports to assist in their individual journeys towards healing</li> <li>• Facilitate, encourage and support individuals who choose to pursue a criminal complaint. This includes provision of support through criminal investigation and trial phases as required.</li> <li>• Provide support to survivors giving evidence in criminal court proceedings.</li> <li>• Support individuals who choose to pursue a civil claim through Towards Healing or directly with the Diocese or litigate through the civil courts system. This includes provision of support in advocating for additional interim resources prior to any settlement being achieved.</li> <li>• Support individuals who choose to make an application through the National Redress Scheme.</li> <li>• Assist existing clients of Healing and Support to request and read their historical records from their time in institutional care</li> </ul> <p><b>Group work and community activities</b></p> <ul style="list-style-type: none"> <li>• Assist the Manager to develop and maintain peer support groups and networks to assist in the reduction of individual isolation, promotion of individual resilience and healing by establishing particular groups for individuals with common issues affected by childhood sexual abuse where it is seen to be supportive to them and where their individual counsellor agrees.</li> <li>• Support and contribute to the development and implementation of community generated initiatives designed to promote communal healing and reconciliation with the Church’s and Diocese’s history.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Support the Manager to advocate within the Diocese and in the wider community to promote greater provision of services from government, corporate, church and community sectors.</li> </ul> <p><b>Counselling</b></p> <ul style="list-style-type: none"> <li>• Facilitate approval and arrangement of initial therapeutic intervention (counselling) in a timely manner.</li> <li>• Assist the Manager to: <ul style="list-style-type: none"> <li>○ identify appropriate counsellors in terms of qualifications and experience to offer therapeutic intervention to individuals affected by sexual abuse</li> <li>○ maintain a data base of approved counsellors with information as to their qualifications, experience and location and facilitate and support the referral of persons affected by sexual abuse within the Diocese</li> </ul> </li> <li>• Monitor and coordinate services provided to individuals and capacity of individuals to stay engaged with a particular counsellor by maintaining regular contact with individuals to monitor their experience with individual counsellors, their progress with counselling, their changing needs as evidenced by file notes and referral forms.</li> </ul>
<p><b>Internal relationships</b></p> <p>Contributing to the performance and functioning of Office of Safeguarding and working collaboratively with the different services, programmes and units across the Diocese to promote the safeguarding mandate.</p>	<ul style="list-style-type: none"> <li>• Establish and maintain supportive, constructive and collegiate relationships with the Manager, other leaders of the Office of Safeguarding, including in Investigations, Alternative Dispute Resolution and the Director’s Office. This includes ensuring maintaining open and active lines of communications across all services.</li> <li>• Maintain some understanding of current practices in investigations, dispute resolution and settlement of damages claims through civil procedures and the National Redress Scheme.</li> <li>• Ensure that there is a seamless provision of service for persons receiving services from the Office of Safeguarding, irrespective how many of the internal teams within the Office may be involved in that provision of service. This includes that the sharing of appropriate information in relation to shared cases, allowing for the strict confidentiality afforded clients of Healing and Support.</li> <li>• Establish and maintain collegiate relationships with personnel in the full range of diocesan directorates, services and programmes, including: <ul style="list-style-type: none"> <li>○ parishes</li> <li>○ key shared services including the Bishop’s Office and the Communications Team,</li> <li>○ Catholic systemic schools,</li> <li>○ CatholicCare Social Services, and</li> <li>○ St Nicholas Early Education Centres and OOSH services.</li> </ul> </li> <li>• Demonstrate and maintain flexibility in undertaking tasks outside the normal range of expectations of the role, as required by the needs of Office of Safeguarding in consultation with the Manager.</li> </ul>

<p><b>External relationships</b></p> <p>Develop and maintain networks of support and resources for persons affected by child sexual abuse. Contribute to the establishment and maintenance of healing and support services in external organisations as requested</p>	<ul style="list-style-type: none"> <li>• Establish and maintain collaborative working relationships with victim advocacy groups and support groups</li> <li>• Establish and maintain appropriate, positive relationships with those officers in the NSW Police Force, Office of the Director of Public Prosecutions and other statutory authorities who are responsible for the investigation and prosecution of criminal complaints made by persons affected by sexual abuse within the Diocese.</li> <li>• Support the Manager in maintaining appropriate relationships with those legal firms who are known to the diocese through their representation of persons affected by sexual abuse within the Diocese.</li> <li>• Establish and maintain professional and supportive relationships with those agencies in the community and within Hunter-New England Area Health Services that relate to provision of sexual assault, counselling or other services that may assist persons affected by sexual abuse within the Diocese.</li> <li>• Support the Manager to respond to requests from other dioceses or religious institutions for consultation and advice regarding the establishment and operation of healing and support services in their dioceses and institutions.</li> <li>• Provide collegiate support to the co-located Coordinator Healing &amp; Support CAN/ Marist and other third party healing and support workers, as may develop into the future.</li> </ul>
<p><b>PERSONAL ATTRIBUTES / SELECTION CRITERIA</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>○ Experience (at least 3 years) working with persons affected by child sexual abuse in a clinical setting or therapeutic role.</li> <li>○ Demonstrated ability and expertise in working with persons affected by child sexual abuse, their families and relations.</li> <li>○ Demonstrated capacity and readiness to engage with networks of support and expert resources for persons affected by child sexual abuse, including counselling services, peer support and advocacy groups.</li> <li>○ Demonstrated ability to evaluate and incorporate new treatment milieus for persons affected by child sexual abuse.</li> <li>○ Demonstrated capacity to operate in an environment of strict confidentiality and information protection.</li> <li>○ Demonstrated ability to support therapeutically effective group work for persons affected by instances of child sexual abuse.</li> <li>○ Good communication skills and capacity to establish and maintain ongoing, long term liaisons with persons affected by child sexual abuse from a range of backgrounds.</li> <li>○ Demonstrated ability to self-direct and work independently with minimal supervision.</li> <li>○ Sound time management and organisational skills and an ability to work effectively in a high pressure work environment.</li> </ul>	

<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>○ Experience in providing support to victims of adult sexual assault</li> <li>○ An understanding of processes – both Church and legal – in relation to civil claims</li> <li>○ An awareness of child protection legislation, the Crimes Act 1900 and Criminal Court proceedings.</li> <li>○ Ability to work as part of a multi-disciplinary team answerable to multiple stakeholders.</li> <li>○ An awareness of church and organisational culture</li> <li>○ High level skills in promoting an understanding of professional boundaries and professional conduct.</li> <li>○ Capability in using computers and managing client files.</li> </ul>									
<p><b>QUALIFICATIONS/LICENCES</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>○ Tertiary qualification in psychology, social work, social welfare or related area.</li> <li>○ A Working with Children Clearance must be obtained from the Office of the Children’s Guardian prior to commencing the role and must remain current during the entire period in the role. It is the position holder’s responsibility to renew their Clearance prior to expiry.</li> <li>○ Current criminal records check</li> <li>○ Drivers Licence</li> </ul>									
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<p><b>SUCCESSION PLANNING</b></p> <p>Positions which could succeed to this role:</p> <p>To be advised</p>									
<p><b>LEGISLATIVE AND RISK REQUIREMENTS</b></p> <p><b>Occupants must:</b></p> <ul style="list-style-type: none"> <li>● Abide by the laws of the Commonwealth of Australia and NSW and the policies of the Catholic Diocese of Maitland-Newcastle.</li> <li>● Report, as soon as practicable to the Bishop and Trustees, any criminal action taken against them, or civil action that may have an impact of the reputation of the Catholic Diocese of Maitland-Newcastle or may lead to a conflict of interest;</li> <li>● Take reasonable action to understand and familiarise himself/herself with the Catholic Diocese of Maitland-Newcastle’s policies and procedures, including those relating to the expected Code of Conduct and confidentiality.</li> <li>● Not take advantage of their role at the Catholic Diocese of Maitland-Newcastle for personal gain;</li> <li>● Take responsibility for their own health, safety and wellbeing and that of other employees, clients, contractors and visitors in the Catholic Diocese of Maitland-Newcastle workplaces, understanding that all employees have a duty of care toward one another.</li> </ul>									

**EXPECTED EMPLOYEE BEHAVIOUR**

**Employees must:**

- Treat all people with respect, sensitivity, courtesy, understanding and compassion
- Embrace diversity and difference in those they serve or with whom they work
- Promote personal growth, ongoing professional development and develop both in themselves and others
- Commit themselves to effective professional working relationships with colleagues and clients
- Through the exhibition of justice and fairness in relationships and service, promote proper working conditions and also recognise when injustice, unfairness and abuse occurs in the workplace and respond appropriately
- Exhibit transparency, accountability and act responsibly in the use of Church resources
- Provide professional and competent service
- Comply with relevant legislation and directives
- Be mindful of privacy principles and manage information accordingly

Signature of Incumbent:

Date:

Incumbent's Name:

**Position Description Last Reviewed**

**Next Review is due on**