JOB DESCRIPTION

Programme Name	Highpoint Halfway House
Section	Clinical
Reports to	Head of Programme

Job Title	Case Worker
Job Category	Manager/Supervisor
Function	Social Worker

GENERAL SUMMARY

The Case Worker provide support and guidance for residents in fulfilling the global objectives of programme by the time of discharge. The case worker will be part of the Counselling and Care Team and will be expected to work closely with client to manage them in their recovery journey.

DUTIES AND RESPONSIBILITIES

1. Case Management

   Perform all duties of Aftercare Manager as per assigned

   a) Referral, intake interview and screening

   b) Engagement, assessment, intervention and evaluation skills

   c) Casework on residents' employment, accommodation and rental issues

   d) Admission briefing and orientation

   e) Discharge planning and exit interviews

   f) Information & referral

   g) Case conferencing with other agencies

   h) Record keeping, documentation and data entry

2. Administration and facilitation of programmes

   a) Planning, organizing and facilitation skills for groupwork and community work

   b) Case work or/and counselling support

   c) Support aftercare case work, for example home/work visit, event and programme

   d) Assist in development, implementation and evaluation of programme and services

e) Administrative support in general

f) Suppoprt administration and management functions to ensure smooth delivery of services

g) Support research endeavor

3. Audit

a) Monitor progress in employment and accommodation against KPIs as required by funder and other stakeholder

b) Plan, implement and review processes to meet the achievement of KPIs and MSRs as required by funders

c) Ensure proper documentation is maintained, updated and reviewed on a regular basis for audit

4. Stakeholder relationships

a) Collaborate with other teams in fulfilling global objectives of the programme

b) Manage communications and feedback from stakeholders and team members

c) Build collaborative working relationships with partnering agencies

5. Any other duties assigned by supervisor from time to time

QUALIFICATIONS

Education And Experience

1. Minimum Higher Diploma in Social Services (or relevant qualification social work, counseling or psychology)

2. Good organization and planning skills

3. Knowledge of correctional and addictions work preferred

4. Build trust and gain confidence of clients

5. Provide casework support for families and individuals in need

6. Demonstrate proficiency in MS Word, Excel and PowerPoint

Other Requirements (if any)

1. Able to work flexible hours

2. Able to take initiative to identify areas of responsibilities

3. Sense of safety and emergency

4. Good interpersonal and communication skill

5. Effective and strong team player

6. Experience in volunteer management

COMPETENCIES

Technical Skills Competencies

	TSC Name	TSC Description	TSC Proficiency Description
1	**Case and Care Planning**	Use different models and approaches for developing case and care plans to support clients' needs in accordance to organisational practices	\<Level 3 & 4\>
2	**Casework Evaluation**	Evaluate effectiveness and efficiency of casework interventions Social Service Care Services	\<Level 3\> Social Service Care Serivces
3	**Casework Intervention**	Provide systematic approaches to casework interventions; Implement appropriate casework interventions	Social Service Casework
4	**Diversity Awareness and Management**	Apply awareness and sensitivity in working professionally with diverse individuals, groups and communities. Apply principles of diversity and inclusion in professional practice.	\<Level 3\> Social Service Professional
5	**Ethics, Values and Legislation**	Apply principles of professional ethics, conduct, policies and procedures and inclusive work practices to protect well-being and interests of clients and caregivers. Apply relevant ethical decision-making processes to address ethical dilemmas and issues.	\<Level3 \> Social Service Professional Practice EVL
6	**Emergency Response and Crisis Management**	Develop and implement emergency response and crisis management plans and policies, provide guidance on policies, plan development. Supervise the implementation of emergency and crisis management plans.	\<Level 4\> Social Service Professional Practice
7	**Group Work Assessment and Planning**	Perform client assessments, develop and plan group work processes and specialised intervention strategies to achieve effective outcomes; Support client assessments, develop and plan group work processes and specialised intervention strategies	\<Level 2\> Social Service Professional Pracice
8	**Group Work Evaluation**	Evaluate group work processes and specialised intervention strategies for quality and effectiveness of outcomes; Support the evaluation of group work outcomes and processes	\<Level 2\> Social Service Group Work

9	**Group Work Intervention**	Deliver group work programmes and services to achieve effective outcomes; Support the facilitation and delivery of group work	<Level 2> Social Service Group Work
10	**Practice Supervision**	Provide professional supervision to supervisees to develop their practice capabilities and competencies; Guide peers and other professionals in the delivery of interventions	<Level 3> Social Service Professional Practice
11	**Window of addiction**	A Course on the Fundamentals of Addiction Treatment and Counseling	10 Modules Mindwealth.promoises.com.sg
12	**Applied Suicide Intervention Skills Training (ASIST)**	Enable social workers and related professionals to assist persons at risk of suicide by using an effective suicide interventional model so that they will stay safe and seek further help.	2-day workshop Sasw.org.sg

Critical Core Skills

	CCS Name	**CCS Description**	**CCS Proficiency Description**
1	**Problem Solving**	Generate effective and efficient solutions to solve problems and capitalise on new opportunities	<Intermediate> Determine underlying causes of problems and collaborate with other stakeholders to implement and evaluate solutions
2	**Creative Thinking**	Adopt diverse perspectives in combining ideas or information and making connections between different fields to create different ideas, improvements, and solutions	<Basic> Follow processes to make decisions which achieve intended goals using given information and guidelines
3	**Decision Making**	Choose a course of action from several alternatives developed through a structured process in order to achieve intended goals	<Basic> Follow processes to make decisions which achieve intended goals using given information and guidelines
4	**Customer Orientation**	Identify the needs of customers, both internal and external, to deliver an effective customer experience	<Intermediate> Build relationships with customers to anticipate needs and solicit feedback to improve the customer experience
5	**Collaboration**	Manage relationships and work collaboratively and effectively with	<Basic> Contribute to a positive and

		others to achieve goals	Cooperative working Environment by fulfilling own responsibilities, managing interpersonal relationships and providing support to others to achieve goals
6	**Communication**	Convey and exchange thoughts, ideas and information effectively through various mediums and Convey and exchange thoughts, ideas and information effectively through various mediums and approaches	<Basic> Communicate with others to share information, respond to general inquiries and obtain specific information
7	**Adaptability**	Exercise flexibility in behaviours or approaches to respond to changes and evolving contexts	<Intermediate> Manage change in evolving contexts
8	**Digital Fluency**	Leverage digital technology tools, systems, and software across work processes and activities to solve problems, drive efficiency and facilitate information sharing	<Intermediate> Identify opportunities and evaluate risks of integrating digital technology tools, systems and software across work processes and activities