



POSITION DESCRIPTION

Multi-Site Case Worker

OUR VISION

Supporting & enriching the lives of people in our local community through caring and compassionate services

WHAT WE VALUE

COMMUNITY

We value the diverse local communities we serve and the opportunity to build respectful and trusting relationships.

INTEGRITY

We aim to make ethical, transparent, and well-intentioned decisions for the benefit of the community we serve.

SOCIAL JUSTICE

We strive for equity where the community we serve are treated with compassion, respect, dignity, and fairness.

POSITION OVERVIEW

Position:	Multi Site Case Worker
Status:	Temporary – Part Time contract
Direct:	Community Care Manager – Peakhurst Senior Case Manager
Time Commitment:	Paid 20hr/week PT
Last Updated:	February 2026
Award	Community Services Award

KEY RELATIONSHIPS

Internal: Life Care CEO, Community Care Managers, Life Care staff and volunteers,
External: External Partners/Suppliers, Community Connect families

POSITION DESCRIPTION

The Role of the Case Manager is to work with the Senior Case Manager to provide care and support for Life Care clients with complex social needs who, in addition to the support available through Life Care, may benefit from more specialised advice and referral to external agencies.

Care and support is provided as an expression of Christian faith.

The role also involves managing an appointment schedule at several locations across Peakhurst, Chipping Norton and Warwick Farm. You will be planning and providing support, advice for individuals and families with complex needs including referral to other internal or external services as required.

Works with Senior Case Manager and CEO to plan and facilitate Case Management Services in professional, effective and God honouring manner. The role also includes working alongside our Intake Officer to facilitate the Emergency Relief service to allocate clients and funding to support people in financial crisis.

You will also be required to maintain referral partnerships with external organisations.

ROLE RESPONSIBILITIES OVERVIEW

CASE MANAGEMENT

- Plan and provide support, advice for individuals and families with complex needs including referral pathways to other internal or external services as required.
- Works with Senior Case Manager to plan and facilitate Case Management Services in professional, effective and God honouring manner.
- Maintain referral partnerships (Moorebank High School, Liverpool Neighbourhood Connections)
- Attend local committee meetings to stay up to date with information and build connections with other agencies
- Work in partnership with Intake Officer to distribute Emergency Reliefs funds to people in our community facing financial crisis – including our reporting requirements to Department of Social Services
- Work alongside Community Relief team and the fortnightly services (Weds and Sun) to provide support with clients receiving food support.
- Maintain administration requirements associated with the Case work role including timely management of paperwork and inputting data to client management systems including regular maintenance of systems
- Attend meetings; Team meetings, Case Work Team meetings, professional supervision

LEADERSHIP

You may be required to provide training and supervision to trainees, work placement candidates, work experience or volunteers.

SAFE CHURCH & OTHER POLICY REQUIREMENTS

A Case Worker must complete the following forms and processes BEFORE they can begin their role:

- a. Ministry screening questionnaire (<WWCC required / WWCC not required>)
- b. General Induction Video and Quiz
- c. Life Care Code of Conduct
- d. Life Care Specific Induction
- e. Creating Safe Spaces Training (Only for over 16)
- f. National Police Check
- g. WHS Training modules

QUALITIES/ EXPERIENCE

Essential Qualities/ Experience

- Qualification in Social Work/Social Science/Community services or similar relevant area
- Experience in case management or similar area of work.
- Ability to maintain a professional and mature approach to work, which reflects our values and principles
- Excellent time management & organisational skills
- Excellent administration skills including Excel, Word, Outlook and Teams
- A passion for serving our local communities.
- Ability to prioritise tasks and work to schedules/deadlines.
- A commitment to undertaking all safe practices
- A Team player
- A commitment to being intentional in their own personal discipleship through discipleship rhythms (Bible, prayer, disciplines), self-reflection and key relationships, including the church OR regularly participate in the life and ministry of the Church and commit time to exploring and nurturing faith in Jesus.

Desirable Qualities / Skills

- Experience in managing volunteers
- A commitment to volunteering within the life of GRLC.
- Drivers Licence