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Overview

UWU caseworkers are responsible for providing union services and support to members in need. The primary role of a caseworker is to assess members' needs, develop, agree and implement action plans to address those needs and monitor progress towards achieving set goals.

Key Responsibilities

1. Assessment:

- Conduct thorough assessments of members' needs, strengths, and challenges of any issues presented.
- Gather relevant information through interviews and consultations with the members(s) and other relevant professionals.

2. Planning:

- Develop individualised case plans that outline goals and the steps needed to achieve them.
- Signpost with other service providers to ensure comprehensive support.

3. Implementation:

- Provide direct support and assistance to members, through emotional support advocacy, and referrals to other services.
- Facilitate access to relevant information through liaison with the employer.

4. Monitoring and Evaluation:

- Regularly review and update case plans based on members' progress and changing needs.
- Maintain accurate and up-to-date case records and documentation.

5. Advocacy:

- Advocate for members' rights and needs within the workplace and the wider union movement.
- Work to remove barriers to support and resolution.

6. Collaboration:

- Collaborate with other UWU representatives to improve the support available.
- Participate in casework team meetings to coordinate support.

7. *Crisis Intervention:*

- Provide immediate support and intervention in crisis situations, such as abuse, neglect, or mental health emergencies.
- Develop safety plans and connect members with emergency services if required.

8. *Professional Development:*

- Engage in ongoing training and professional development to stay current with best practices and emerging trends in social services.
- Participate in supervision and peer support meetings.

Essential Union-Specific Training

Caseworkers must undertake specific training to align with union standards and protocols. This training ensures that caseworkers are equipped to perform their duties effectively and adhere to union regulations and guidelines.

1. *Introduction to the Union:*

- Understanding the history, mission, and values of the union.
- Familiarity with union policies and procedures.

2. *Workers' Rights and Responsibilities:*

- Comprehensive knowledge of workers' rights and responsibilities.
- Understanding collective bargaining agreements and how they affect daily work.

3. *Health and Safety Training:*

- Ensuring a safe work environment for both caseworkers and members.
- Training on handling hazardous situations and emergency response protocols.

4. *Ethical Standards and Practices:*

- Adhering to the ethical guidelines established by the union.
- Managing confidentiality and maintaining professional boundaries.

5. *Conflict Resolution and Negotiation:*

- Techniques for resolving conflicts with members, and other stakeholders.
- Effective negotiation strategies within union agreements.

6. *Advocacy and Social Justice:*

- Training on advocating for social justice and equality.
- Understanding the role of the union in promoting social change and community improvement.

Desirable Union-Specific Training

While the following training is not mandatory, it is highly beneficial for caseworkers seeking to enhance their skills and effectiveness in their roles:

1. *Advanced Case Management Techniques:*
 - Training on innovative and advanced methods in case management.
 - Techniques for improving members' outcomes.
2. *Specialised Areas of Practice:*
 - Training in specialised areas such as mental health, substance abuse, child welfare, or elder care.
 - Understanding the unique needs and challenges of specific member populations.
3. *Cultural Competency and Diversity Training:*
 - Enhancing understanding and sensitivity to cultural differences and diversity.
 - Strategies for providing culturally responsive services.
4. *Leadership and Supervision:*
 - Developing leadership skills for those in supervisory or managerial roles.
 - Training on effective team management and mentorship.
5. *Technology and Data Management:*
 - Training on the use of technology in case management, including case management software and data analysis tools.
 - Best practices for maintaining and securing members' data.

Engaging in both essential and desirable union-specific training, caseworkers will provide high-quality, effective support to members while maintaining compliance with union standards and enhancing their professional development.