

Caseworker Selection Criteria

Please respond, addressing each of the selection criteria below to **Craig Watson** (Operations Manager) – craig.watson@teenchallenge.org.au

1. **Achieves Results.**
Describe an example of a time when you identified a way to improve services for clients.
2. **Strong conceptual and practical knowledge of case management practices.**
Describe an example of a client case management process you follow.
3. **Ability to develop positive professional relationships with clients and model appropriate social behaviours by communicating sensitively and appropriately.**
Give an example of how you would interact with a client demonstrating difficult behaviours.
4. **Ability to develop strong relationships with external stakeholders.**
Give an example of how you have built strong relationships with community services/groups and created referral pathways.
5. **Effective Team Member.**
Describe how you have effectively worked within a team and contributed positively to team operations and working relationships.
6. **Christian Framework.**
Teen Challenge is a faith-based organisation. Describe how you would work within a Christian framework.