

# SENIOR RECOVERY SUPPORT SERVICES CASE MANAGER

## POSITION DESCRIPTION

### EASTERN REGION

**At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults.** Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

**So come and join us at Anglicare Victoria where there is a rewarding career ready for you** in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



## Position details

<b>Position</b>	Senior Recovery Support Services Case Manager
<b>Program</b>	Recovery Support Services
<b>Classification</b>	SCHADS Award Level 6 (Social Worker Class 3) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
<b>Hours</b>	Full Time
<b>Hours per week</b>	38
<b>Duration</b>	Fixed Term
<b>Location</b>	Eastern Region
<b>Reporting Relationship</b>	This position reports directly to Team Leader, Recovery Support Services
<b>Effective date</b>	July 2021

## Overview of Program

The Anglicare Victoria Recovery Support Services Program is funded by the Department of Families, Fairness and Housing (DFFH) and State and Commonwealth funding sources. The program has been set up in direct response to the June 2021 storms and floods that have significantly damaged people’s homes, workplaces and local infrastructure.

Anglicare Victoria’s Recovery Support Services Program will be working with DFFH, local councils, housing agencies and other external stakeholders to support those families and individuals affected in the Outer Eastern Region.

The Recovery Support Services Program is working with families, individuals and business owners to provide case management support to those affected and assist with grant applications, community information and practical support

The Recovery Support Services Case Management role provides practical support for those people who have been affected by the June 2021 Storms. This includes assisting in the completion of forms to access grants, provide financial and emotional support, information and support to access services including advice for business owners. The Case Manager will also provide outreach to vulnerable members of the community and manage a case load of community members requiring support.

## Position Objectives

1.	Provide practical supports to individuals and families to meet their immediate needs, such as access to appropriate accommodation, mental health services, financial counselling and other services as identified by the individual or family.
2.	Support individuals and families to identify and reach their goals to assist in their recovery.
3.	Undertake regular risk and needs assessments, using relevant and contemporary theory and frameworks.
4.	Identify and support community members who are at increased risk due to poor physical or mental health, age or disability.

## Key responsibilities

The key responsibilities are as follows but are not limited to:

1.	Actively engage and provide outreach to individuals and families affected by the recent storms.
2.	Conduct risk and needs assessments using relevant and contemporary frameworks, theory and practice models
3.	Provide case management, practical materials, information and material aide to those in need.
4.	Support families to link into community supports they may require, according to their action plan.
5.	Consult with other professionals as required, such as DFFH, Housing, legal services, mental health and legal services.
6.	Assist individuals to apply for grants, reliefs and access services to assist in their financial and psychological recovery.
7.	Actively contribute to the leadership of the team, positive and learning culture, including ensuring the program objectives are met. Act as Team leader and take a lead role in projects as required.
8.	Fulfil program requirements regarding case recording, data collection, registration standards and documentation as required.

## Key Selection Criteria

The Key Selection Criteria are based on role specific requirements.

### a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	<p>1. A relevant tertiary qualification in Social Work, Psychology and/or related behavioural science at a degree level; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at the required level.</p>
	<p>2. An excellent understanding disaster recovery and responding to people affected by natural disasters.</p>
	<p>3. Highly experienced in active engagement of vulnerable adults, children, youth and families and delivering a range of interventions to improve their outcomes, including advanced skills in case management and developing community linkages.</p>
	<p>4. Excellent experience in conducting risk and needs assessments (including family violence), and developing and implementing action plans.</p>
	<p>5. Leadership skills and ability to support staff in their practice, including promoting a learning and supportive workplace culture</p>

## **Occupational health & safety (OHS)**

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

## **Cultural Safety in the Workplace**

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

## Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name:

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Signature:

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Date:

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