

POSITION DESCRIPTION – OUTREACH CASE MANAGER

Position Title	Case Manager Outreach	Department	Young Parents Program (YPP) Outreach Stage
Location	Randwick	Direct/Indirect Reports	Outreach Support Workers (site based) YPP Volunteers
Reports to	Outreach Team Leader	Date Revised	Nov 2017

■ Position Summary

The Outreach Case Manager is responsible for supporting young parents aged 16 – 24 years and their children live independently in the community. The case manager supports up to 10 young parents with complex needs and behaviours to develop independent parenting and living skills. Through the provision of therapeutic, individualised case management, behaviour support and direct parenting support, the case manager will work intensively with young parents and their children to support restoration and family preservation, and ensure best possible outcomes for children.

The role requires demonstrated skills in complex case work, including experience providing case management for vulnerable young people and/or families; strong understanding of child protection practice and principles; a willingness to work flexibly including supporting the on call roster; and demonstrated ability to work collaboratively and congruently with the entire YPP team to provide a consistent whole of program approach.

■ Position Responsibilities

- Conduct comprehensive assessments to identify and prioritise needs of young parents and their children, identify resources available to meet those needs and manage risks
- Provide high quality strengths based therapeutic care, positive behaviour support, in the home parenting and practical support informed by evidence-based theoretical frameworks and program guidelines
- Provide high quality case plans and reviews which are developed in partnership with families to: enhance resilience, reduce child protection concerns, assist families to achieve meaningful change and ensure best possible outcomes for children and families and completed within timeframes set out by YPP in line with organisational, funding requirements
- Support clients' positive engagement and safe exploration of culture and identity; facilitate therapeutic life story work; and ensure the maintenance and development of positive kinship and support networks
- Empower clients to plan and participate in self-directed educational, recreational, vocational and personal development activities, including motivating and supporting clients to engage in all YPP groups and other agreed activities as scheduled
- Establish appropriate community links and natural support networks for young parents including having excellent knowledge of local services and relevant referral pathways
- Assess and manage risks to prevent escalations where possible, and respond appropriately to critical incidents and child protection concerns, including timely mandatory child protection and organisational reporting
- Maintain clear, thorough, accurate and up to date case files and other records including case notes, case plans and reviews, risk assessments, incident reporting, legal reports, monthly and statistical reports, exit reports, policies, procedures, guidelines, and financial records, in line with organisational, accreditation and legislative requirements, including compliance with subpoenas as required
- Maintain client confidentiality at all times including the security and confidentiality of client information

- Encourage self-determination and open communication with clients at all times and ensures clients actively participate in any decision making concerning them or their child, are supported to provide both formal and informal feedback and have influence in the ongoing development of YPP services
- Contribute to the development of program policies and procedures and strategic planning
- Participate in regular and ongoing supervision, incident debriefing where appropriate and team meetings
- Provide debriefing, supervision, support and expert advice to support workers and volunteers as required
- Contribute to office efficiency, program integrity and congruence by working collaboratively, responsibly and communicating effectively with colleagues, volunteers, clients, internal and external stakeholders
- Comply with relevant legislation, YPP and Red Cross policies and procedures and follow program objectives and goals, supporting the update and development of policies and procedures, and proactively seeking guidance as required
- Support on call roster as required, which is our emergency support to the residential team, as well as providing support to outreach and aftercare families in times of crisis.

■ Position Selection Criteria

- Demonstrated highly developed case management skills and proven ability to develop and implement therapeutic, holistic and effective case plans in partnership with clients and families
- Child focussed with a strong understanding of child protection legislation, principles and best practice particularly with families with complex needs who have experienced intergenerational trauma
- Well-developed understanding of issues impacting young people and families engaged in Out Of Home Care systems and demonstrated ability to provide best practice therapeutic residential care
- Excellent understanding of adolescent development, including the impact of trauma on development, and ability to manage complex behaviour through the provision of developmentally appropriate positive behaviour support to ensure best possible outcomes for both young parents and their children
- Demonstrated understanding of antenatal health care needs, parent craft, child development, health care needs of babies/children and best practice in parenting newborns, toddlers and younger children
- Demonstrated experience in the provision of culturally appropriate and supportive services, including a demonstrated understanding of the issues facing Aboriginal and Torres Strait Islander families
- Proven ability to manage competing and stressful work demands, which includes responding to complex and sensitive issues, critical incidents, while maintaining a calm, safe and productive work environment with discretion and confidentiality
- Demonstrated ability to maintain professional boundaries and model healthy relationships
- Proven ability to effectively liaise and negotiate with relevant agencies and provide appropriate advocacy while maintaining strong positive stakeholder relationships
- Demonstrated astute decision making, problem solving and analytic skills, collaboration skills, and ability to work autonomously and congruently with minimal supervision when required
- Demonstrated ability to understand and comply with legislation and follow organisational policies and procedures
- Highly developed interpersonal and written communication skills.
- Excellent time management, records management, report writing, organisational and general administrative skills including proficiency in MS Office, case management software and databases
- Ability provide on call support to the families in YPP services.

Qualifications / licenses

- Tertiary qualifications or commensurate experience in Social Work, Youth Work, Welfare, Community Development, Early Childhood, Health, Education or related discipline
- Current driver's license
- Current First Aid Qualification
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**
Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions
- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**
Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time
- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**
Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support
- **LEAD | Self Development | Demonstrates a commitment to self development**
Reviews past performance and identifies and acts on opportunities for improvement | Demonstrates self-awareness | Participates proactively in performance review as a process to receive constructive feedback | Actively pursues and takes advantage of training and other developmental opportunities

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Comply with the Work Health and Safety management system
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters