**Case manager**

**Intergrated family services**

**southern region**

**Program**

**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.

At Anglicare Victoria we care about our employees in the same way that we care about our clients. We support and encourage our employees with a wide range of professional and personal opportunities to strengthen their overall well-being.

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.

**Position details**

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| **Position Title** | Case Manager |
| **Program** | Family Services |
| **Classification** | SCHADS Award Level 5 (Social Worker Class 2)(Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award) |
| **Engagement**  | Full Time |
| **Hours per week** | 38 |
| **Duration** | Fixed Term |
| **Fixed term end date** | 12 months from start date |
| **Location** | Frankston  |
| **Reporting****Relationship** | This position reports to the Team leader Family Services  |
| **Effective date** | August 2022 |

**Overview of program**

Family Services provides families with support and counselling, within a managed case plan, designed to improve the lives of children. Individual family work is complemented by group work, and strategies to both engage families with their communities as well as for communities to be more responsive to the needs of children and their families. Qualified paid staff and trained volunteers work collaboratively and respectfully with children and families to build upon their existing strengths, and to enhance and develop skills and coping strategies.

The Family Services aims to address the needs of families with multiple and complex difficulties that impact on parenting and family life. Many of the families the program works with, have long histories of involvement with child protection and community agencies and require flexible and innovative interventions to address their needs, and promote the best social, emotional, educational and health outcomes for their children. The service targets families with children newborn to 18 years, living in the Frankston and Mornington Peninsula area.

**Position Objectives**

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|  | Provide an in-home family casework service, working in partnership with families to achieve their goals, aimed enhancing child/children’s development and family functioning.  |
|  | Take steps to reduce risks to children’s safety and wellbeing and other family members.  |
|  | Work with families to empower them to manage their life situation and to take charge of their lives, including a positive engagement with their community. |
|  | Work collaboratively with Child Protection, other professionals and families’ broader social networks to ensure a coordinated support package is in place. |

**Key responsibilities**

The key responsibilities include but are not limited to:

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|  | Use a range of techniques and approaches to engage with children and families that are reluctant or ambivalent about using support services.  |
|  | Establish a working relationship with children and families which demonstrates respect and honest communication, particularly about protective concerns and consequences. |
|  | Undertake comprehensive assessment of families, which includes both a child development and systemic perspective. |
|  | Fulfil the program requirements regarding case records, statistics and other data collection requirements. |
|  | Work with children and families to build supportive networks within the community that will provide enduring support and address isolation issues. |
|  | Undertake joint casework with professional and other agencies involved with the family, including Child Protection and The Orange Door.  |
|  | Develop and regularly review specific family action plans with each child and family that will form the basis of case management and therapeutic interventions. |

**Key Selection Criteria**

What you are looking for in your successful applicant in terms of nonnegotiable qualifications or experience:

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|  A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level. |
|  Demonstrated ability to conduct comprehensive safety and wellbeing assessments and make sound judgments in relation to prescribed actions. |
| Demonstrated awareness and commitment to working within the ‘Best Interest Principles’ outlined within the Child, Youth and Families Act 2005. |
| Sound understanding of Child Protection system and child welfare work and ability to liaise and negotiate with DHS Child Protection in relation to addressing protective concerns for children. |
| Excellent organisational, time management skills, and ability to be self-directed. |
| Highly developed communications skills and an ability to work collaboratively with internal and external stakeholders |

**Child Safety**

AV is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

**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 and an Employment Working with Children Check prior to commencement.
* A current Victorian Driver’s license is essential.
* In line with Anglicare Victoria’s Covid 19 Vaccination Policy all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time in line with Anglicare Victoria Policy or as directed by Chief Health Officer.

**Acceptance of Position Description requirements**

To be signed upon appointment

**Employee**

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| Name: |  |
| Signature: |  |
| Date: |  |