

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Case Support Officer	Department	Community Programs
Location	Hervey Bay/Maryborough, QLD	Direct/Indirect Reports	0
Reports to	Team Leader – Integrated Youth Services (IYS)	Date Revised	Dec 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0028697

■ Position Summary

Reporting to the Team Leader, the Case Support Officer will contribute to enabling operational goals and work plans for Integrated Youth Services (IYS). IYS is an integrated youth program funded by a number of state and government agencies which provides a continuum of support services to at risk young people in Maryborough and Hervey Bay aged 10-21. The Service is built upon an integrated service delivery framework where seamless youth support services are delivered based on identified need. The Service operates on a single point of contact with a common intake process ensuring that client support is coordinated through this one contact point. The role will play an integral function in this process by providing direct case work support, program support and administrative assistance through effective case management when working as part of the Fraser Coast Integrated Youth Support team.

The Case Support Officer will work within the IYS teams and at times will provide practical and administrative support to case workers across all youth related programs. The key focus of this role is to support case workers and stakeholders (if required) with the design, facilitation, preparation and delivery of youth focused engagement support activities or programs in support of a case plan. These activities are designed to provide early intervention to young people who may be 'at risk' or who are experiencing early signs of mental health concerns. The role will generally involve engaging and empowering children/young people and their families after they have been assessed as appropriate for the services to achieve their goals on their case plan. The Case Support Officer will work closely with the program case workers to ensure a consistent and collaborative approach in assisting the child/young person and their family to meet their goals.

■ Position Responsibilities

Key Responsibilities

- Apply the Red Cross Case Management Practice Standards, including other relevant policies and standards like Work Place Health & Safety, Child Protection etc. at all times
- Contribute to the development of case management plans for young people, which detail achievable goals and show a pathway to reach them
- Work with case workers and stakeholders to facilitate and support young people to develop independent living, parenting and social skills including budgeting, nutrition, hygiene, protective behaviours and healthy relationships
- Ensure case management, training, and other program activities are culturally appropriate and that they encourage and support kinship networks.

- In accordance with Red Cross policy and legislation, ensure the effective management and resolution of client issues, grievances and complaints
- Liaise with parents, family and other people as requested by the young person ensuring a positive working relationship is maintained, and support young people with daily routines and stabilising relationships at home
- Exercise professional judgement within the area of child welfare and child protection as per legislation, regarding the health and welfare of young people
- In collaboration with Case Workers, develop and maintain relationships with clients, family contacts, referral agencies and the general community through effective liaison and communication
- Develop and maintain knowledge of current services and infrastructure that support the community and facilitate the sharing of information, knowledge and resources between stakeholders and groups.
- Undertake regular analysis of patterns of access for young people and ensure that this is provided to senior management to inform service planning
- Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations
- In consultation with the line manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Assist with the timely and accurate completion of all administration including case notes and files
- Maintain clear and thorough written documentation on client matters including risk assessments, case reviews and exit summaries
- Support the Team Leader to maintain the appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Actively participate in Red Cross performance-development programs and engage with line management in development, implementation and review processes
- Perform administrative tasks utilising MS Office and other programs and systems

■ Position Selection Criteria

Technical Competencies

- Sound knowledge of casework principles and framework and/or experience in working with clients in a case management and/or relevant direct service provision role
- Ability to identify, participate, plan, and facilitate youth engagement programs or activities for vulnerable young people
- Sound communication, negotiation and interpersonal skills and the ability to build rapport, establish positive and constructive relationships with clients, case managers and families
- Experience working with young people, offering the basic levels of support within a program structure
- Sound knowledge/ability to work with clients engaged or at risk of engaging with statutory services
- Demonstrated ability to work sensitively and safely in family home environments to provide basic levels of support with family plans and case plans
- Demonstrated time management and organization skills
- Demonstrated knowledge and experience of working within local cultural traditions, practices and support services
- Knowledge of or ability to acquire the skills required to work with families experiencing or at risk of mental illness
- Experience in use of client management systems, understanding of electronic referral/care planning systems and data entry and reporting

Qualifications/Licenses

- Current and valid Australian driver's license
- A current Working with Children Blue Card, or the ability to hold one
- Minimum Certificate IV level qualification in family services, children's services, social work, community services or human services and / or a related field is desirable or equivalent experience
- First aid and CPR or ability to obtain

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

■ 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 Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- 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.