

CASE MANAGER POSITION DESCRIPTION

TARGETED CARE PACKAGES PROGRAM

SOUTHERN DIVISION

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

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| Position | Case Manager |
| Program | Targeted Care Packages (TCP) |
| Classification | SCHADS Award level 5 |
| Hours | Part Time |
| Hours per week | 30.4 hours |
| Duration | Fixed Term until 30/06/2021 |
| Location | Southern region, Dandenong office. |
| Reporting Relationship | This position reports directly to Team Leader of TCP |
| Effective date | July 2020 |

Overview of program

The Targeted Care Packages Program (TCP) provides an individualised model of support with funding tailored to the social and developmental needs of children, young people and their families who are subject to statutory orders by the Department of Health and Human Services, Child Protection. TCP encompasses a number of placement options including kinship care, foster care, home based care, semi-independent living and independent living. TCP's are a creative and innovative support option aimed at transitioning children and young people out of or prevent them from entering residential care.

Position Objectives

Under the direction of the Team Leader TCP, you will be accountable for providing case management services to children and young people in a TCP placement arrangement as follows:

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| 1. | To assist with the development and implementation of TCP's, packaging reviews and acquittals. |
| 2. | To provide intensive case management support to children, young people, and their families. |
| 3. | To assist children, young people and their families / caregivers to become self-managing over time and prepare young people for leaving care. |

Role Specific Responsibilities

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


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| 1. | To provide placement support and intensive case management to children, young people and their families / caregivers under a TCP model. |
| 2. | To facilitate regular care team meetings and work closely with other professionals involved to best meet the individual needs of each child/ young person. |
| 3. | To coordinate the care team to ensure that optimal available supports are identified and established, holding oversight of engaged services. |
| 4. | To resolve issues impacting on carer's capacity to meet the child's ongoing safety, stability and developmental needs. Where young people are living independently or in lead tenant arrangements, work towards assisting them to resolve barriers that are detrimental to their well-being. |
| 5. | To maintain appropriate program records and statistics on CRIS and CRISP including completing quarterly reports and LAC documents. |
| 6. | To liaise in a professional manner with DHHS and other service providers in relation to achieving case management tasks. |
| 7. | To attend and participate in regular formal supervision. |
| 8. | To work flexible hours as some evening work may be required. |
| 10. | To perform other duties as required. |

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

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).

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|  | 1. Bachelor or higher level tertiary qualifications, preferably in social work, social science or psychology. |
| | 2. Understanding and Experience: <ul style="list-style-type: none"> • Demonstrated understanding of and experience in the human service delivery system, with particular reference to Child Protection and the Out of Home Care system, standards and practice. • Demonstrated understanding of developmentally appropriate behaviour for young people, and understanding how exposure to trauma can effect this. • Experience working within or leading a multi-disciplinary client focused team. |
| | 3. Knowledge: <ul style="list-style-type: none"> • Strong knowledge of the theories related to the experience of trauma and challenging trauma-based behaviours. • Knowledge and familiarity with behaviour management principles and ways of facilitating change in young people who have experienced trauma. • Sound knowledge of the Child Protection and Out of Home Care system. • Knowledge of the Children Youth and Families Act 2005. |
| | 4. Demonstrated capacity in approaches which will assist young people with developing and building new skills. |
| | 5. Good communication and organisational skills, including written skills and network development skills. |

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

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: _____

Signature: _____

Date: _____