

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Residential Case Manager	Department	Community Programs NSW – Young Parents Program
Location	ENTRE LOCATION	Indirect Reports	Support Workers/ Volunteers
Reports to	Residential Team Leader	Date Revised	Jan 2019
Industrial Instrument	Choose an item.		
Job Grade	Choose an item.		

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any direct reports.

### ■ Position Summary

Australian Red Cross Young Parents Program (YPP) works to ensure best outcomes for children and families by improving the capacity of young parents with complex needs aged 13 to 25, to live and parent independently.

YPP is designed to meet the needs of a highly vulnerable cohort, namely pregnant and parenting young women and men who are unable to access the safety, security and support required to parent effectively. YPP takes a strengths-based, early intervention approach, building the capacity of young parents to live independently, to ensure best outcomes for their children and break the cycle of intergenerational trauma, abuse and neglect.

The Case Manager is responsible for supporting young parents aged 13-18yrs, and their children, living in the Residential Stage of YPP. The role supports 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 works 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; experience providing case management for vulnerable young people and/or families, with significant trauma histories; a strong understanding of child protection practice and principles; a strong understanding of child development and appropriate parenting practices; a willingness to work flexibly including shift work; demonstrated ability to work collaboratively and congruently with the entire YPP team to provide a consistent whole of program approach; ability to provide therapeutic residential care and daily support to all families in the residence, as well as manage specific responsibilities for an allocated case load of three to four families.

## ■ Position Responsibilities

### Key Responsibilities

- Provide high quality child-focused, family centred case management practice (which is trauma-informed, incorporating understandings of attachment theories and anti-oppressive practice)
- Support families' positive engagement and safe exploration of culture and identity; facilitate therapeutic life story work; and ensure the maintenance and development of positive kinship and natural support networks
- 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
- Provide high quality case plans and reviews which are completed within timeframes set out by YPP in line with organisational, accreditation and legal requirements, and 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
- Maintain clear, thorough, accurate and up to date case files and other records in line with organisational, accreditation and legislative requirements, including compliance with subpoenas as required
- Undertake thorough intake and assessment responsibilities for prospective residential families in accordance with YPP policy and guidelines
- Demonstrate high level of accountability, reflective practice and commitment to learning, ensuring the team leader and management team are kept aware of all key issues
- Adhere to operational procedures and work practices to ensure best possible program and client outcomes in compliance with legislation, accreditation requirements, Red Cross policy and best practice including developing new approaches/programs as required
- Exercise specialist judgment and ensuring strong collaboration and consultation with the team, to effectively respond to complex client, program and organisational issues
- Ensure compliance with all Red Cross policies including Ethical Framework, Workplace Health and Safety, Child Protection, Privacy, Information sharing and storage
- Provide advice on best practice risk management, in line with Red Cross policy, across all areas of responsibility
- Participate in projects as required and other general responsibilities within the scope of this role
- Support On-Call after hours roster, with 12 months experience at YPP
- Adhere to YPP policies and procedures, and ensure all documentation and practice supports consistent compliance with accreditation, best practice, Red Cross policy and quality frameworks

- Develop and maintain partnerships and strong working relationships with other non-government and government organisations to ensure that client needs are being met in an appropriate professional manner

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated high standard of case management in compliance with OOHC standards, as stipulated by the Office of the Children's Guardian. Professional experience in the community sector /OOHC sector, including staff/volunteer management and supervision, and direct client work addressing complex needs.
- Well-developed understanding of child protection and child development needs, including best practice when working with vulnerable children, adolescents and families
- Excellent understanding of child development and indicators of healthy development and trauma
- Excellent understanding of adolescent development, including the impact of trauma on development
- 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
- Commitment to culturally competent practice, ongoing learning and direct experience working effectively with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse families and communities
- Strong mediation, facilitation and collaboration skills with multiple and diverse range of stakeholders
- Highly developed written and verbal communication skills including demonstrated analytical, report writing, oral presentation and planning skills
- Well-developed organisational skills for managing a demanding workload with competing priorities
- Ability to manage complex and sensitive client issues and experience working with and handling sensitive and confidential material
- Demonstrated ability to maintain professional boundaries and model healthy relationships
- Basic proficiency in MS Office or similar software and experience using databases

### Qualifications/Licenses

- Relevant tertiary qualifications, such as a Bachelor of Social Work, Psychology, Social Welfare, or Residential Care
- Minimum two years case management experience
- 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**

Demonstrates sensitivity to diversity | Appreciates diversity and is open to the perspective of others | Values, builds and develops diverse teams. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.

### **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Gathers information from key sources to fully understand the situation | Probes for further information to clarify vague or confusing issues | Differentiates key elements from the irrelevant or trivial | Makes prompt and clear decisions based on comprehensive research

### **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**

Takes accountability for delivering high quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals

### **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

### **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

## ■ 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
- 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 3 years thereafter. Police check renewals may be required earlier than 3 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