

Position Description

Title	Advanced Case Manager
Business Unit	Child, Youth & Family
Location	418 Wendouree Parade, Lake Wendouree
Employment type	Full Time, Ongoing
Reports to	Team Leader Foster Care

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position Purpose

Uniting Western Foster Care provides Out-of-Home Care services (Foster Care) to the Western Melbourne Metropolitan Region, primarily to the Municipalities of Wyndham, Hobsons Bay and parts of Brimbank/Melton and Maribyrnong. The Program also services the Central Highlands Region.

The purpose of the Advanced Case Manager role is to provide Case Management service provision to children and young people who enter the Program, including supporting and supervising of Carer Households, intake of referrals and identifying effective and targeted Out-of-Home Care accommodation. This role will also assist with the intake of referrals of young people from Child protection and establishing safe and secure Foster care placements.

2. Scope

Budget: As directed by Team Leader

People: Nil

3. Relationships

Internal

- Managers and Team Leaders
- Staff, Volunteers (Carer Households) and Contractors
- Uniting (Victoria and Tasmania) workforce

External

- Department of Families, Fairness & Housing
 - Child Protection
 - Consumers and their families, carers and/or advocates
 - Government Departments and other funding bodies
 - Key Partners/Stakeholders and community services networks including other Out-of-home care service providers, Specialists and Medical Practitioners
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4. Key Responsibility Areas

Service Delivery

- Provide case management and support services for children and young people referred to the program and their families as required. An appropriate caseload is an expectation of this position which will be negotiated with the Foster Care Team Leader.
- Work collaboratively and support the needs of foster carers households, children and young people and their families referred into the program.
- Communicate effectively and work collaboratively with key stakeholders such as the Department of Families, Fairness & Housing, Schools and other support organisations.
- Complete all program requirements, administrative and any financial duties in a timely manner.
- Maintain case records including LAC (Looking After Children) records, data entry and relevant requirements.
- Take program referrals and enquiries and respond in a timely manner.
- Provide regular supervision and support to volunteer carers and their families.
- Regularly take part in an on-call roster for the after-hours support of carers, young people and their families.
- Be part of the team contributing to the marketing, promotion and recruitment of potential new foster carers and assist with foster care recruitment, training, support and social functions, as required.
- Be sensitive to issues related to the provision of services in a community of high Aboriginal and Torres Strait Islander peoples and cultural diversity.
- Undertake regular Uniting training, to ensure best quality of practice is implemented to meet the specific needs of children, young people, their families and foster carer households in the program.
- Work within a team structure that ensures the development of good practice service delivery and promotes a high standard of care and ethical response to children, young people, their families and foster carer households.
- Support and actively contribute to an environment that promotes continuous quality improvement.
- Attend team and staff meetings and keep 'up-to-date' with what is happening in the agency.
- Participate in regular supervision.

Quality and Risk

- Comply with Uniting (Victoria and Tasmania) Limited code of conduct, policies and procedures including occupational health and safety policies and procedures.

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- Raise any identified risks through the relevant Agency processes.
- Comply to relevant Government Legislation and Standards.
- Submission of incident reports, risk management reports and input to quality reports.
- All Uniting Employees undertaking duties in the Out-of-Home Care Sector, are registered on the Victorian Carer Register.

Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on any ongoing work with another organization

5. Performance Indicators

- Quality and Performance of Program and Services.
- Workforce Performance and Development.
- Stakeholder Engagement and Feedback.
- Risk Management.

6. Person Specification

Qualifications

- Bachelor's degree of Social Work, Psychology, Social Sciences or related discipline with appropriate practical experience and demonstrated competence to perform the responsibilities listed (essential).
- Certificates in Shared Lives Victoria and Step by Step Assessment Tool (desirable).
- Current valid Victorian Driver's Licence.

Experience

- Experience in direct service case management.
- Experience with use of client data entry programs such as CRIS/CRISSP preferred but not essential.
- Experience and demonstrated ability of working with children, youth and families who have experienced past trauma and abuse.

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- Knowledge and understanding of trauma informed and culturally competent practice, including knowledge and application of therapeutic parenting practices.

Core Selection Criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Consumer-centricity:** Experience applying a consumer-centric, trauma-informed and culturally competent approach to case work; an approach which privileges the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families and their informal/formal support network to achieve optimal, sustainable outcomes.
- **Communication:** High level written and oral communication skills; ability to conduct presentations and prepare high quality reports.
- **Computer Literacy:** Intermediate to advanced Computer literacy using MS Word, Outlook, Excel and efficient and effective data entry skills.
- **Interpersonal:** Highly developed adaptive interpersonal communication skills including the ability to engage and empower others.
- **Time Management:** Ability to be self-reliant, motivated and accountable in managing multiple tasks and meeting timelines and targets.
- **Teamwork:** Commitment and ability to work independently and as a member of a team.
- **Relationships:** Track record of being able to form positive, collaborative and effective relationships with staff; ability to engage, build and maintain strong, mutually beneficial relationships with a diverse range of external stakeholders; negotiation and influencing skills including cross-culturally.
- **Problem-solving:** proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: