

Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

Position Description

Position Title	Outreach Case Manager	Department	Young Parents Program
Location	Various	Direct/Indirect Reports	Nil
Reports to	Outreach Team Leader	Date Revised	May 2022
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	4	Red Cross Job Grade	4
Job Level	Team Member	Job Evaluation No:	HRC0068801

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, develop parenting and life skills to ensure best outcomes for their children and break the cycle of intergenerational trauma, abuse and neglect.

The Outreach Case Manager is responsible for supporting young parents aged 16-25 years and their children, living in the community. The role supports young parents with complex needs to develop 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 preservation and ensure best possible outcomes for children.

The role requires demonstrated skills in intensive home-based support to adolescents and young people who have experienced trauma in their childhood and are pregnant and/or parenting; a strong understanding of child protection practice principles; a willingness to work flexible hours; demonstrated ability to work collaboratively and congruently with the entire YPP team to provide a whole of program approach; and the ability to provide therapeutic support to 8-10 families.

Position Duties

Key responsibilities/accountabilities

- Provide high quality child-focused, family centred case management practice (which is trauma-informed and incorporates awareness of attachment theories)
- 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 support networks
- Establish appropriate community links and natural support networks for young parents including having knowledge of local services and relevant referral pathways
- 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
- 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
- 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
- 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

Person Requirements

Key Behavioural and Technical 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.
- **Personal effectiveness** | **Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness** | **Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness** | **Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **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.
- Professional experience in the community sector 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 adolescent development, including the impact of trauma on development and 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 competence practice and 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, 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
- Proficient in MS Office or similar software and experience using databases

Qualifications and Experience

- Relevant tertiary qualifications, such as a Bachelor of Social Work, Psychology, Social Welfare, Youth Work or Residential Care
- Minimum two years case work experience
- Current driver's license
- Current first aid qualification
- A Working with Children check is a mandatory requirement for this role

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.

Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
Driver's License	Yes
Police check	Yes - every 3 years
Evidence of up to date* vaccination against COVID-19	Yes



A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.

**As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines*