

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Case Manager - Residential	Department	Young Parents Program (YPP), Residential Stage
Location	Randwick	Direct/Indirect Reports	Support Workers Volunteers
Reports to	Team Leader Residential	Date Revised	May 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0037699

### ■ Position Summary

The Case Manager is responsible for supporting young parents aged 13-19yrs, and their children, living in the Residential Stage of YPP. The role supports very young parents with complex needs and behaviours to develop independent parenting and living skills, through the provision of integrated, individualised case management, behaviour support and direct parenting support to ensure best possible outcomes for children. The role requires shift work, daily support to all families in the residence, as well as specific responsibility for a case load of allocated families.

### ■ Position Responsibilities

#### Key Responsibilities

- Provide high quality holistic case management to families with complex needs and behaviours to build resilience and reduce the risk of child protection concerns
- Promote meaningful change using strengths-based practice and a trauma informed approach
- Provide practical and emotional support to families including the development of life and parenting skills
- Support culture and identity, facilitate therapeutic life story work, and ensure the maintenance and development of positive kinship and support networks for young families
- Maintain clear and thorough case files including: case notes, case plans and reviews, risk assessments and relevant reports ensuring appropriate file management in line with accreditation and legal requirements
- Establish appropriate community links and natural support networks for young parents involving a variety of local services
- Comply with relevant legislation, YPP and Red Cross policies and procedures and follow program objectives and goals.
- Liaise with family and designated others as required demonstrating cultural competence and sensitivity to support best outcomes for families
- Work with clients to develop strengths based holistic case plans related to parenting, health, education, safety and wellbeing, monitoring change and progress.

- Encourage self-determination and open communication with clients at all times and ensure clients actively participate in any decision making concerning them or their child
- Ensure effective communication is maintained to support a consistent, collaborative approach to supporting best outcomes for families
- Attend and participate in regular team meeting and supervision
- Perform other duties as required.

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated therapeutic case management skills, including experience developing and monitoring case plans with clients
- Understanding of adolescent development and best practice working with young women and men with complex needs and behaviours, and demonstrated sensitivity to the needs and issues facing young parents (aged 13-24) and their children
- Excellent client motivation skills, particularly with young people with challenging behaviours and a history of non-engagement with services
- Demonstrated understanding of parent craft, child development, health care needs of babies/children and best practice in parenting newborns, toddlers and younger children
- Child focused with a strong understanding and knowledge of child protection issues and legislation
- Cultural competence including demonstrated understanding of the issues facing Aboriginal and Torres Strait Islander families and experience providing effective cultural support
- Demonstrated ability to maintain professional boundaries and model healthy relationships
- Demonstrated astute decision making, problem solving and analytic skills
- Excellent written and verbal communication skills, and strong liaison and networking skills
- Strong organisational and administrative skills, ability to work autonomously, deal with competing priorities and manage time effectively
- Demonstrated decision making, problem solving and analytic skills
- Flexible approach to work hours to ensure client and program needs are met
- Willingness and ability to do weekday shift work including morning shifts, evening shifts and sleepovers

### Qualifications/Licenses

- **A Working with Children check is a mandatory requirement for this role**
- Relevant tertiary level qualifications, such as a Bachelor of Social Work, Social Welfare or Bachelor of Psychology.
- Current driver's license
- Current first aid qualification

### 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.
- **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.

- **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.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

## ■ 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.