

Position Description

Title	Case Manager – Residential Case Management/Adolescent Support Program & Carer Recruitment
Business unit	Home Based Care, Southern Melbourne
Location	51 Princes Highway, Dandenong, Victoria 3175
Employment type	Part-time (60.8 hours per fortnight) Maximum term to January 2025
Reports to	Team Leader – Team Leader Home Based Care & Case Management

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 are 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

The Case Manager, Residential Case Management, Adolescent Support Program (ASP) &Carer Recruitment/Support is responsible for providing support and case management to children and young people aged 10-18 years and their families through the residential case management and ASP programs. The client group consists of both statutory Child Protection clients and voluntary clients. The role will also provide further resourcing to our Foster Care team through carer recruitment and retention activities, supporting accreditation and assessment of foster carers.

2. Scope

Budget: nil

People: nil

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3. Relationships

Internal

- All child, youth and family staff
- All Uniting staff and volunteers

External

- Clients, their families and advocates
 - Government departments and funding bodies
 - Community service organisations
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4. Key responsibility areas

Service delivery

- Provide support and case management services to children and young people in an effort to achieve the desired outcomes in the context of their individual needs/case plans
- Support the development and implementation of case plans, including statutory case plans as required
- Facilitate referrals to access appropriate support services where required
- Build and maintain effective working relationships with key stakeholders
- Facilitate regular care team meetings and ensure the child and/or young person's needs and views are well represented in these forums
- Support young people to develop exit plans, leaving care plans, and to access housing and community support options as required
- Deliver case management services that meet all relevant performance and outcome indicators
- Attend internal and external meetings and forums as required
- Deliver consumer-centred, trauma informed services to children, young people, their families and carers within relevant best practice frameworks, models and tools
- Support Team leader in delivering Carer recruitment and retention activities
- Meet key performance indicators around service performance and delivery to ensure consumer outcomes
- Foster collaboration and teamwork within and across programs and services
- Promote and maintain a positive and collaborative work environment
- Focus on, and work continually for positive consumer outcomes
- Take a proactive approach to problem solving and work within team and individually to achieve success
- Promote creativity and learning
- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures.

Communications

- Maintain comprehensive professional case notes, reports, client files and records, including data collection according to program and statutory requirements, and ensure timelines for completion are adequately met.
- Articulate clear and persuasive messages about the needs and key issues of consumers
- Maintain comprehensive professional case files and consumer records, including data collection according to program and agency requirements.
- Build and maintain effective relationships with carers, internal and external stakeholders, and demonstrate ability to engage and influence people.

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Leadership and teamwork

- Develop and maintain effective working relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government agencies

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 my ongoing work with another organisation

5. Person specification

Qualifications

- Essential: (Minimum) Diploma of Community Welfare Work or related discipline
- Desirable: Bachelor of Social Work, Psychology, Behavioral Science or related discipline
- Current driver's licence valid in Victoria

Experience

- Desirable: Minimum of 1 years' experience in a case management role

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Child safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- **Cultural awareness:** understanding and awareness of the issues relating to the Aboriginal Community and past practices as well as the CALD
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** focused on optimal outcomes for clients
- **Professionalism:** execute day-to-day activities in a positive, professional and enthusiastic manner
- **Client focused:** prioritise needs of clients

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- **Planning and organising:** sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required; identifies processes, tasks and resources required to achieve a goal, establishes systems and procedures to guide work and track progress; recognises actual and potential barriers and finds effective ways to deal with them
- **Negotiation and communication:** highly effective negotiation and communication skills and capacity to build relationships with a wide range of key stakeholders including carers, Child Protection staff, community service organisations, leisure and recreational facilities staff, as well as other community members and neighbours
- **Interpersonal skills:** detects the underlying concerns, interests or emotions that lie behind what is being said and done; presents as genuine and sincere when dealing with others; projects an objective view of another's position; uses understanding of individuals to get the best outcomes for the person and organisation

Other requirements

- Legal eligibility to work in Australia
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Compliance and understanding/familiarity with relevant legislation (Equal Opportunity, Health and Safety)

6. 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.
