

CASE MANAGER

RESIDENTIAL CARE

EASTERN REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Case Manager
Program	Residential Care
Classification	SCHADS Award Level 5 (Social Worker Class 2) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time
Hours per week	38 hours per week
Duration	Ongoing
Location	Box Hill Office, Eastern Region
Reporting Relationship	This position reports directly to the Senior Team Leader, Residential Care.
Effective date	December 2018

Overview of program

Anglicare Victoria's residential program provides accommodation and support for children / young people up to the age of 18 years requiring placement within a Residential Care setting.

The program operates as part of an integrated service response aimed at addressing protective issues, Court dispositions covered by the Children and Young Person's Act, issues of family conflict, or family and/or personal and developmental crises.

The Case Manager position plays an integral role within the Residential Care team. They are responsible for the case management of 4 young people across the program and work closely with staff and DHHS in the provision of care of the young people.

Position Objectives

1.	To work as part of a team to deliver high quality intensive therapeutic case management to young people residing in residential care.
2.	Ensure you work collaboratively with the Residential team members and broader care team to ensure the young person experiences a consistent and considered care arrangement
3.	Engage families where appropriate to ensure young people have the opportunity to reconnect, reunify and understand their family history.
4.	Be an active participant in the Looking After Children framework and ensure your practice is in line with the Residential Care Pillars of Practice guidelines.
5.	To aim for improved outcomes for young people and ensure they receive quality care.
6.	To effectively manage multi-disciplinary care teams involved with each of the young people.

Key responsibilities

The key responsibilities are as follows but are not limited to:

1.	To provide placement support and case contracted case managed placement support to young people living in residential care.
2.	Work directly with young people in the program and where appropriate their families as per program guidelines.
3.	To liaise with DHHS and other service providers in relation to referrals and case management issues
4.	To maintain appropriate program records, statistics and undertake Looking After Children (LAC) requirements for clients and monitoring of relevant documentation of LAC.
5.	Implement current practices in therapeutic interventions for adolescents in care with regard to trauma and attachment
6.	Contribute to the development of a comprehensive education, living, social and recreational skills program, as per program guidelines
7.	Maintain administrative and documentation requirements in accordance with Anglicare Victoria and program guidelines
8.	To attend and participate in regular formal supervision
9.	To have the capacity to work some flexible hours – some evening work may be required and to perform other duties as required

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	<ol style="list-style-type: none"> 1. A qualification in Social Work, welfare, family therapy, psychology or youth work or similar is essential. 2. Demonstrated case management experience in working with children, young people and families who have complex needs and are on statutory protective and youth justice orders. 3. Knowledge of child and adolescent development and the theories relating to Trauma and Attachment as it relates to abuse and neglect. 4. Commitment to the principles and practice of quality care in residential settings for the most vulnerable and disadvantaged young people, and to promote autonomy and self-determination for clients. 5. Capacity and commitment to work effectively with young people in a residential setting to drive and promote positive outcomes. 6. Highly developed communication, negotiation and report writing and case planning skills 7. Ability and willingness to work effectively as part of a team, to meet program goals and objectives.
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Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two nominated capability groups; **Personal Qualities** and **Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.
- A current Victorian Driver's license is essential.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
