

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Lead Case Manager	Department	Community Programs – Services Portfolio
Location	Rockhampton	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	February 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

■ Position Summary

Under the Child and Family Reforms IFS services take a single case plan approach to working with families experiencing multiple and/or complex needs and actively collaborate with other agencies to ensure families get the services and support they need to achieve their case plan goals. Collaborative case management is used when a family requires support from more than one agency to respond to multiple, complex and/or interrelated needs.

The Lead Case Manager will primarily provide relationship based, intensive case work and conduct assertive outreach. The role will also be required to provide intensive case coordination to support families and their children; and link clients with other ongoing support as appropriate.

The role will operate from a strengths based and capacity building framework and ensure that standards and principles that promote family wellbeing, human rights, participation and client/consumer choice form part of their practice framework. The position will ensure accountability to clients, stakeholders and the organisation by ensuring that information management including how information is maintained, stored, shared and disposed of is in line with organisational standards.

Service users will benefit from this role's inclusive and person-centred approach whereby the client/consumer is at the centre of planning and delivery.

■ Position Responsibilities

Key Responsibilities - technical

Case Management Support

- Provide intensive case management support to families and their children, including undertaking initial and ongoing holistic assessment of strengths and needs to inform the identification of medium and long term, sustainable, client-led goals.
- Coordinate and integrate the skills, knowledge and resources of a team of Support Workers into Case Management planning to ensure clients receive the practical support they need to reach their goals.
- Develop, implement, monitor and review a case plan cooperatively and transparently with each client, as well as the other support agencies they are involved with through a case coordination approach.
- In accordance with Red Cross and funder principles and guidelines, administer Brokerage funds in the context of case management plans and provide for the purchase of services and resources that will contribute to sustainable client outcomes.

- Undertake coordination and network development activities that build the capacity of the Child and Family Support sector to strengthen integrated working relationships between providers as a contribution to the Queensland Child Protection reform agenda.
- Maintain accurate records of all clients and ensure that relevant client interactions are documented in case notes as per organisational policy and program requirements.
- In accordance with Red Cross policy and legislation, ensure the effective management and resolution of client issues, grievances and complaints.
- Operate in accordance with the IFS Program Guidelines, Families Investment Specifications and Requirements including Human Services Quality Framework and ensure that all internal mechanisms and processes are undertaken to demonstrate compliance with Guidelines and Standards.
- Apply the Red Cross Case Management Practice Standards, including other relevant policies and standards like Workplace Health & Safety, Child Protection etc., at all times.

Key Responsibilities –team member

Humanitarian Placed Based and General Activities

- Engage with communities, as requested, to identify and support development of community-led responses to issues impacting on community members.
- Develop and maintain knowledge of current services and infrastructure that support the community and facilitate the sharing of information, knowledge and resources between stakeholders and groups.
- Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations.
- Actively participate in Practice Supervision and Quality & Practice improvement initiatives.
- Respond to disasters and other significant emergencies and/or supporting business continuity, in times of activation.

Administration

- Collate and update data systems and databases, ensuring accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality document control systems.
- Working in collaboration with the team, ensure that the program and activities operates within budget and in accordance with approved Red Cross and relevant accounting standards.
- Collect and action accordingly administration related correspondence, emails, and general enquiries pertaining to all aspects of the program under the guidance of the line manager.
- Actively participate in the Red Cross Performance Review & Development system and engage with line management in the development, implementation and review processes.

■ Position Selection Criteria

Technical Competencies

- Significant demonstrated experience working with families and children who have complex needs and are at risk of, or currently involved in the Child Protection system, in a community services organisation or statutory agency setting.
- Demonstrated knowledge of family focused, evidence based case management strategies and principles with proven experience in delivering case management services to people experiencing multiple and complex challenges.
- Demonstrated experience administering Brokerage funds in the context of case management plans to contribute to sustainable outcomes for clients.
- Ability to minimise the risk which arises from crisis situations and exercise professional judgement based on ethical and legislative requirements.

- Demonstrated high level experience engaging in reflective practice and continuous improvement to consistently assess and build on practice competency.
- Demonstrated experience in managing personal and professional boundaries in a community service.
- Ability to perform all aspects of the role in a humanitarian and client focused way.
- Demonstrated experience in establishing strong and effective partnerships with community groups, service providers and other key stakeholders to develop responses to community issues and build on community strengths and resources.
- Demonstrated experience engaging in case coordination to negotiate and facilitate access to available resources for clients.
- Demonstrated ability to delegate case work tasks (e.g. practical assistance) to Support Workers to maintain own capacity for engaging in intensive case management and coordination.
- Highly developed verbal and written communication skills including the ability to capture clear, accurate and informative Case Notes that meet quality standards.
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities.
- Ability to exercise initiative, discretion and judgement in working both independently and as part of teams.
- Sound proficiency in MS Office and client databases.

Qualifications/Licenses

- Degree or associate diploma qualifications in human services field combined with/or substantial skills, expertise and experience attained through employment, voluntary service and/or study.
- A Working with Children check is a mandatory requirement for this role.
- Applied knowledge of the role of volunteers and how they can add value.

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.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **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.

■ 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 3 years thereafter. Police check renewals may be required earlier than 3 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