

Tasmania Legal Aid

Senior Assist Case Manager

Objective

Provide case management to Tasmania Legal Aid clients as part of an integrated service for prevention of and response to elder abuse.

Duties

- Provide case coordination and case management to Senior Assist clients and families drawing on a broad range of therapeutic models.
- Assess the social and health requirements of clients and implement appropriate urgent and non-urgent response strategies, services and supports.
- Provide outreach visits to clients in their homes, hospital, aged care facility or other venue.
- Carry out risk assessments and safety planning.
- Carry out psychosocial assessments and make referrals for capacity assessments as required.
- Liaise and strengthen collaborations and relationships with stakeholders and service providers.
- Provide education to clients, community, and colleagues on the social determinants of health particularly relating to older people, Senior Assist activities and initiatives.
- Document interventions as required and input required data into established reporting systems.
- Perform such other professional related duties as may reasonably be directed from time to time.

Level of responsibility

- Works with guidance from the Senior Assist Coordinator initially and moves towards acting on own initiative for day-to-day matters in collaboration with other members of the Senior Assist team.
- Responsible for the effective and efficient delivery of Senior Assist case management in accordance with the directions, policies, and guidelines of Tasmania Legal Aid (TLA) within allocated resources, technologies and agreed timeframes.

- Exercises initiative, discretion, and sensitivity in carrying out the duties.
- Responsible for maintaining knowledge of the relevant areas of business practice and developing effective professional relationships within TLA and with client and/or stakeholder organisations.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces inclusive and collaborative.

Direction and supervision received

- The position reports to the Senior Assist Coordinator and receives direction from the Associate Director Civil Law.
- The incumbent is expected to operate with a high degree of autonomy within set timelines and priorities.
- In accordance with briefings given on specific assignments, work under limited supervision but otherwise on own initiative in the day-to-day environment.

Selection criteria

1. Demonstrated knowledge and/or experience together with high level competence in the field of social work or a related field with demonstrated knowledge of health and social issues affecting older people, particularly relating to elder abuse and the services and supports that are available in Tasmania.
2. A high level of oral and written communication skills including the ability to negotiate and liaise effectively with a wide range of people including older clients and clients who may have a disability.
3. Demonstrated ability to work with minimal supervision and collaboratively in a small multidisciplinary team environment and display resourcefulness, initiative and flexibility in problem solving.
4. Demonstrated knowledge of risk assessment and professional ethics, as they apply when dealing with clients with disability or capacity issues.
5. Contribute to and participate in supervision, professional development, and mandatory training programs as required.
6. Demonstrated organisational skills which enable the co-ordination and management of a variety of tasks at the same time and planning the completion of work activities within pre-determined timeframes and to specified performance standards.

7. A sound understanding or awareness of Tasmania Legal Aid (TLA), its goals and strategies and the proven ability to apply TLA's values in providing services to clients, stakeholders and the Tasmanian community.

Essential requirements

- A degree of at least three years duration relevant to the professional duties to be undertaken is required, as provided by a recognised university.
- Current Tasmanian Registration to Work with Vulnerable People (Registration Status-Employment) or the ability to obtain registration within a short period of time.

Desirable requirements

- Experience in dealing with older people and their social and health issues.
- Current Driver's Licence.

Position Summary

Title	Senior Assist Case Manager
Number	357215, 357488
Award	Tasmanian State Service Award
Classification	Professional Stream Band 2
Division	Justice and Reform
Full Time Equivalent	Part Time
Output Group	Tasmania Legal Aid
Branch	Civil Law
Supervisor	Senior Assist Coordinator
Direct Reports	Nil
Location	North, South
Position category and funding	T167