

## Case Management Coordinator

STATEMENT OF DUTIES		JULY 2014
<b>Number</b>	513515	
<b>Portfolio</b>	Youth Justice	
<b>Branch</b>	Ashely Youth Detention Centre	
<b>Section</b>	N/A	
<b>Sub-Section/Unit/School</b>	N/A	
<b>Supervisor</b>	Manager Case Management and Programs	
<b>Award/Agreement</b>	Allied Health Professionals Public Sector Unions Wages Agreement	
<b>Classification</b>	Allie Health Professional Level 3	
<b>Employment Conditions</b>	Permanent, full time	
<b>Location</b>	North	
<b>Check Type</b>	Schedule I	
<b>Check Frequency</b>	Pre-employment	

### Context

Department for Education Children and Young People brings together a range of functions, programs and initiatives aimed at enhancing and improving the lives of all Tasmanians. To create strong, inclusive, and proud communities the Department will collaborate with our community-based partners to empower individuals and families throughout Tasmania to lead fulfilling lives.

Department for Education Children and Young People provides opportunities for all Tasmanians to participate in community life, sport, and recreation; supports, protects, and nurtures vulnerable children, young people, and their families; delivers and facilitates specialist disability services; and provides services to support social and affordable housing. The services of Department for Education Children and Young People are based in all major centres throughout Tasmania; therefore, some roles may require intrastate travel.

Department for Education Children and Young People creates an environment where children's safety and wellbeing are the centre of thought, values, and action - we are responsive to the needs of families and communities that we engage with. We are a child safe organisation that puts the safety of children and young people first, creating a culture, adopting strategies, and taking action to promote child wellbeing and prevent harm to children and young people.

## Primary Purpose

In consultation with the Manager Professional Services and Policy establish, maintain, and develop an effective case management system for Ashley Youth Detention Centre (AYDC).

As a member of the Case Management Team ensure that all client services and programs under their control conform to Agency principles, practices, and standards relevant to youth custodial services.

Provision of comprehensive, continuing and coordinated services aimed at the reintegration of young people in detention into the community.

## Level of Responsibility/Direction and Supervision

Responsible to the Manager Professional Services and Policy for the establishment and standard of case management for young people in detention.

Responsible for the provision of professional direction and support for staff involved in the case management system.

Supervise case management staff in an efficient, effective, and safe manner.

The Department has a range of delegations in operational areas including Finance, Human Resources and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with any specified limitations.

## Primary Duties

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1. Provide high quality case management services, including assessments and the development of assessment tools, referrals, case plans and the provision of professional advice on case management within AYDC.
2. Assume responsibility for the supervision, training and evaluation of staff involved in the case management system, and for meeting reporting requirements and standards.
3. Ensure that case management plans are specific, realistic, achievable, and measurable, and that the opportunity for a young person's involvement in their own case management is maximised.
4. Conduct research and prepare complex correspondence for the Manager Custodial Youth Justice, state-wide managers of Children, Youth and Families Departmental Executive, and/or the Minister.
5. Identify resources to meet the individual needs of young people in custody.
6. Undertake complex client group interventions as required.
7. Establish and maintain effective communication and information systems for the case management system.
8. Monitor and evaluate service interventions against set standards, practices, and procedures.
9. Research and maintain knowledge of current and emerging trends and practices concerning youth detention and the delivery of case management and related services and programs.

10. Liaise with other government and non-government agencies to ensure the effective coordination and delivery of high-quality case management services for young people at AYDC.
11. Contribute to the AYDC's case management policy, procedures, and practices, consistent with national standards.
12. Ensure the safety and wellbeing of vulnerable people you may be working with (including children and young people) and immediately report any concerns, disclosures, allegations, or suspicions of harm. Actively participate in and contribute to practices that will ensure Department for Education Children and Young People is a child safe organisation including reporting, record keeping and information sharing obligations.
13. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
14. The incumbent can expect to be allocated duties, not specifically mentioned in this document, which are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Selection Criteria

Employment in the State Service is governed by the State Service Act 2000 and employment decisions must be based on merit. A decision relating to appointment or promotion is based on merit if:

- an assessment is made of the relative suitability of the candidates for the duties; and
- the assessment is based on the relationship between the candidates' work-related qualities and the work-related qualities genuinely required for the performance of the duties; and
- the assessment focuses on the relative capacity of the candidates to achieve outcomes related to the duties; and
- the assessment is the primary consideration in making the decision.

Work-related qualities might include; skills and abilities; qualifications, training and competencies; standard of work performance; capacity to produce required outcomes; relevant personal qualities; and demonstrated potential for future development.

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

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1. Extensive post graduate experience in a relevant field, and preferably experience within a youth detention setting.
  2. Demonstrated knowledge of the Youth Justice Act 1997, other relevant legislation and national standards, and demonstrated knowledge of contemporary issues, practices and trends in respect to services for young people who have offended, and their families; together with a commitment to working with young offenders, and sensitivity to and capacity for working closely with young people in detention.
  3. Ability to demonstrate high level management experience in a multi-disciplinary environment, including problem-solving, change management and best practice.

4. Demonstrated high level communication and interpersonal skills with the ability to establish and maintain staff and client relationships.
5. Understanding of, and skills in, staff training, education, and development.
6. Demonstrated ability to recognise and articulate the interests of young people from diverse cultural backgrounds, including the capacity to effectively and sensitively negotiate positive outcomes, together with knowledge and understanding of anti-discrimination and equal employment opportunity principles and practice.
7. Possess skills and demonstrated ability in case management development, implementation and evaluation, and an ability to make informed, logical decisions coupled with effective planning skills.
8. High level ability to investigate complaints or grievances and to undertake critical case reviews and the ability to promote an abuse-free custodial environment in compliance with government policy.
9. Sound knowledge of all Work Health & Safety (WH&S) legislation and codes of practice related to the work area, together with experience in the implementation of WH&S requirements.

## Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times by the occupant who is assigned these duties. The status of these essential requirements may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Department if their circumstances change. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

### Essential

- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*. This registration must remain current and valid at all times whilst employed in this role and the status of this may be checked at any time during employment.
  - Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)
- Satisfactory completion of an appropriate course of study at a recognised tertiary institution.
- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
  - I Conviction checks in the following areas:
    - a) crimes of violence

- b) sex related offences
  - c) serious drug offences
  - d) crimes involving dishonesty
  - e) serious traffic offences
- 2 Identification check
  - 3 Disciplinary actions in previous employment check.

**Desirable** • Nil

## Working within the Department *for* Education, Children and Young People

The Department is responsible for the following areas within Tasmania

- Tasmanian Government Schools
- Child Safety
- Youth Justice
- Out of Home Care
- Libraries Tasmania
- Child and Family Learning Centres.

This is a department built entirely for children and young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

We work collaboratively across disciplines to combine knowledge, experience and ways of working to benefit children and young people.

However, we are a new Department – established in October 2022 – and we are still working together to build our Strategy and our culture and values. This work will be continuing into 2023, and we want all staff to be involved in this.

## Values, Behaviours and Workplace Diversity

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures.** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

## State Service Principles and Code of Conduct

Employment in the State Service is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

## Work Health and Safety

The Department is committed to high standards of performance in respect of work health and safety. All employees are expected to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

In accordance with the *Work Health and Safety Act 2012*, all employees whilst at work are expected to participate in maintaining safe working conditions and practices and take reasonable care for their own health and safety, ensuring their actions do not adversely affect the health and safety of others. All employees are expected to comply with any reasonable instruction given by the Agency to ensure compliance with the Act and collaborate with Agency work health and safety policies, procedures and guidelines.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

## Information & Records Management and Confidentiality

All employees are responsible and accountable to:

- Create records according to the business needs and business processes of their business unit or school that adequately document the business activities in which they take part.
- Register documents in an approved Business Information Management System.
- Access information for legitimate work purposes only.

All employees must not:

- Destroy delete or alter records without proper authority; or
- Remove information, documents or records from the Department without permission.

## Delegations

This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant manager can provide details to the occupant of delegations applicable to this position.

The Department has a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of the Fraud and Corruption Control Policy and reporting procedures.

## Fraud Management

The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, the Agency's Fraud and Corruption Control Policy and Procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager or to the Manager Internal Audit.

We are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the Public Interest Disclosure Act 2002. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the State Service Act 2000.

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**Category/funding/restrictions:** Permanent or Fixed Term As Specified

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**HR Office use only:**

**APPROVED BY HRM DELEGATE:** 973874 – Assistant Director Strategic Recruitment and Payroll Operations – JULY 2014

Request:

Date Duties and Selection Criteria Last Reviewed:

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