

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Case Manager - YHaRS	Department	Community Programs – Services Portfolio
Location	Toowoomba	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	November 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0009143

■ Position Summary

Reporting to the Team Leader, the Case Manager will contribute to enabling operational goals and work plans for Toowoomba Youth Housing and Reintegration Service (YHaRS). YHaRS aims to help reduce homelessness through the provision of support, brokerage and accommodation for young people who are: exiting or transitioning from Child Safety orders and/or are transitioning from a period of sentence or remand in Youth Detention Centre's "sleeping rough"; and living in unstable or temporary housing. The Service is comprised of two components:

- Case Management Support – aimed at young people aged 12-21 years who are homeless or at risk of homelessness to transition to greater stability and independence
- After Care Service – aimed at young people aged 17-21 years who are homeless or at risk of homelessness and are leaving or having recently left the care of Child Safety.

This position is responsible for adopting a case management approach that is planned, integrated and delivered in a coordinated way. The role will operate from a person-centred, holistic, systemic and strength based framework that focuses on building the capacity and resilience of the young people we work with and ensure that standards and principles that promote social inclusion, human rights, and young person's choice, form part of their practice framework. The position will ensure accountability to clients, stakeholder 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

As delegated by line manager deliver case management through the provision of direct services to the client. These services include but not limited to:

- Engage with young people using respectful, cultural aware, age-appropriate and evidence-based strategies that build trust and rapport
- Gather critical information to gain an in depth understanding of the young person's presenting issues and current situation, including determining any immediate needs or risks or potential risks
- Focus on priority of needs and safety planning to ensure the most appropriate assistance is readily available for the young person

- Determine eligibility for the program and work with the young person to assess their needs across the life domains, ensuring that the strengths and available resources they bring are recognised and acknowledged
- Seek informed consent to enable initial referrals and support where needed, to access housing and homelessness services and specialist services, e.g. drug or alcohol, mental health and other mainstream services, emergency relief etc.
- Conduct comprehensive assessments to identify the young person's goals, strengths and current support systems, both professional and personal
- Collate and analyse gathered information and observations into a clear evidence based statement of the client's situation within each life domain area
- Ensure the young person is provided with a service information pack, and legislative and organisational requirements and considerations are identified and explained to the young person and their family with attention to the participant's literacy and language needs
- Ensure timely decision-making occurs with acceptance of referrals and provide a consistent centralised point of entry which promotes responsiveness and a consistent approach
- Provide assisted referrals, practical assistance or brief interventions which do not require ongoing support
- Contribute to creating a welcoming, inclusive and supportive environment within the Toowoomba Service Hub
- Maintain accurate records using the Service Record System and Queensland Homeless information platform (QHIP), including interim case plans.

Case Management Support

- Provide case management support to people either in their own home, in temporary living situations, in supported housing, in a community setting, or in a public space. Support provided to people in another providers' centre based location is also included
- Develop, implement, monitor and review a case plan cooperatively and transparently with each client
- Support clients to achieve their goals or aspirations through the provision of quality service and evidence based interventions
- Undertake coordination and network development activities that build the capacity of Specialist Services to strengthen integrated working relationships between providers according to the identified level of client need
- Participate in team and case work meetings to share information with other caseworkers to maintain a consistent approach
- Apply the Red Cross Case Management Practice Standards, including other relevant policies and standards like Workplace Health & Safety, Child Protection etc., at all times
- Maintain accurate records of all clients and ensure that relevant client interactions are documented in case notes as per organisational policy and program requirements
- Contribute to the required program output hours per annum, which requires the role to undertake set number of case management hours per month.
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client issues, grievances and complaints
- Operate in accordance with Service Guidelines, Specifications and Requirements including Human Services Quality Framework and ensure that all internal mechanism and processes are undertaken to demonstrate compliance with Guidelines and Standards.

Brokerage

- 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 considered essential to achieve client outcomes.

Humanitarian Placed Based and General Activities

- Undertake regular analysis of patterns of access for service user and ensure that this is provided to senior management to inform service planning
In consultation with the line manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Engage with communities, as requested, to identify and support development of community-led responses to issues impacting on community members in accordance with Red Cross Strategy 2020 priorities
- 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

Administration

- Collate and update client information systems and databases, ensuring accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Working in collaboration with the line manager, to 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.

Quality and Continuous Improvement

- Actively participate in Practice Supervision, technical and practice development, and quality and continuous improvement initiatives
- Maintain awareness of organisational policies and apply procedures to daily work activities
- Collect, record and review client complaints and feedback to contribute to program improvement and development.

■ Position Selection Criteria

Technical Competencies

- Significant experience of working with individuals and/or families with complex needs, in a community services' organisation or similar setting
- Demonstrated knowledge of evidence based case management strategies and principles with proven experience in delivering case management services to people 'at risk' of and/or experiencing vulnerabilities
- Demonstrated experience of administering Brokerage funds in the context of case management plans
- Ability to minimise the risk which arises from crisis situations and exercise professional judgement based on ethical and legislative requirements
- Demonstrated understanding of reflective practice and continuous improvement

- Demonstrated experience in managing personal and professional boundaries
- Ability to perform all aspects of the role in a humanitarian and client focused way
- Ability to work directly with clients at risk of homelessness who have complex needs from a variety of cultural backgrounds, to achieve positive and sustainable outcomes
- 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
- Highly developed verbal and written communication skills
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities
- Demonstrated experience in the application of organisational practice models, policies and procedures, and relevant legislation when working with clients
- Ability to exercise initiative, discretion and judgement in working both independently and as part of a team
- Sound proficiency in MS Office and client databases.
- Applied knowledge of the role of volunteers and how they can add value

Qualifications/Licenses

- Degree, Associate Diploma, or relevant Certificate and experience in human services or relevant experience and expertise attained through previous appointments/services and /or study
- Current and valid Australian drivers licence
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **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 performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **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 5 years thereafter. Police check renewals may be required earlier than 5 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