

THERAPEUTIC CASE MANAGER POSITION DESCRIPTION

ENHANCED CARE OPPORTUNITIES (ECO)

SOUTHERN DIVISION

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	Therapeutic Case Manager
Program	Enhanced Care Opportunities (ECO)
Classification	SCHADS Award Level 6 (Social Worker Class 3) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Part Time
Hours per week	30.4
Duration	Ongoing
Fixed term end date	n/a
Location	The incumbent will be based at the Dandenong office and required to work at key service sites across the Southern region
Reporting Relationship	This position reports directly to the Out of Home Care Team Leader
Effective date	January 2020

Overview of program

Anglicare Victoria are introducing an Enhanced Care Opportunities (ECO) model that will provide concentrated levels of care and support to young people in foster care placements. ECO will have high level support to those who provide care with enhanced supervision, support and training. ECO will work together with the young person family or other identified after care option to transition to long term safe and stable placement options.

ECO is designed as an intensive short term program that works with young people, carers and a dedicated professional support team to prevent or remove young people, aged 12–17 years, from residential care. ECO program targets young people in residential care or at risk of entering into residential care because of very serious emotional and/or behavioural difficulties.

ECO has a medium term placement duration and uses a behaviour modification incentive program based on rewarding positive behaviour. At the end of the placement, the young person is reunified with their biological family (including kinship care placements), or placed in lower intensity long-term foster care or permanent care.

The Therapeutic Case Manager position is a newly created role within the ECO program. The Therapeutic Case Manager will have oversight and lead the other members of the care team in managing all associated tasks for each case.

Position Objectives

Under the direction of the Out of Home Care Team Leader you will be accountable for providing therapeutic case management services to young people in a placement.

1.	The role of the Therapeutic Case Manager is to provide leadership and coordination of the care team for each child placed in the program.
2.	This role is responsible for providing support and advice to clients and carers, and to lead the multi-disciplinary care team to develop and implement trauma informed plans.
3.	The role is responsible for providing effective leadership and for the delivery of a professional service that is therapeutic and culturally appropriate.

Key responsibilities

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


1.	Provide case management functions for young people within an ECO placement such as completing LAC documents, quarterly reports, and facilitate care team meetings. Take a lead role in the direction of therapeutic interventions required for young people and their family, and oversee the work of all specialist professionals involved.
2.	Maintain to a high standard all case files and statistical records including written reports on the progress of children and families in the program.
3.	Record and update outcomes and data management systems to ensure program quality and participate in identifying performance trends, best practices and opportunities for improvement.
4.	Develop good working relationships with Aboriginal lead agencies to ensure cultural safety in our practice and good outcomes for Aboriginal children and young people.
5.	Maintain stakeholder relationships with referral sources, and coordinate services within agency and with other community providers.
6.	Participate in building a strong team that is built on inclusiveness and respectfulness operating with a high level of professional management in a complex and demanding environment. Assist the team by participating in recruitment, accreditation and training of carers in the program.
7.	Provide formal supervision as well as day to day advice and guidance consistent with trauma informed approaches to the carers. Participate in carer recruitment, training and retention of carers.
8.	Provide leadership for each of the individual care teams by working therapeutically in collaboration with the Youth and Family Practitioner and by providing direction and supervision to the Skills Coaches.
9	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).

	1. Tertiary qualifications, preferably in social work / psychology, youth work or equivalent.
	2. Understanding and Experience: <ul style="list-style-type: none"> • Demonstrated understanding of and experience in the human service delivery system, with particular reference to the Child Protection and Out of Home Care system, standards and practice. • Demonstrated understanding of developmentally appropriate behaviour for young people, and understanding how exposure to trauma can effect this. • Experience in leadership and supervision of multi-disciplinary teams.
	3. Knowledge: <ul style="list-style-type: none"> • Strong knowledge of, and demonstrated experience in working with young people who have experienced trauma. • Knowledge and familiarity with behaviour management principles and ways of facilitating change in young people who have experienced trauma.
	4. Demonstrated capacity in approaches which will assist young people with developing and building new skills.
	5. Good communication and organisational skills, including network development skills.

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 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.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____