



POSITION DESCRIPTION

Position: Case Manager

Program: Adolescent Case Management Service (ACMS)

Classification: SCHADS Award Level 5 (Youth Worker Class 4)
(Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)

Hours: Full Time Hours per week: 38

Duration: Fixed Term Fixed Term end date: June 30th 2018

Location: Broadmeadows

Accountability: This position is directly accountable to the Team Leader ACMS/STARS

Date: September 2017

INTRODUCTION

At Anglicare Victoria our focus is on transforming the futures of children and young people, families and adults. Our work is based on three guiding pillars, Prevent, Protect, Empower. We offer a comprehensive network of services and seek to ensure the provision of high quality services that will bring about significant improvements in the life experience of the young people, children and families/caregivers with whom we work.

Anglicare Victoria has an official Reconciliation Action Plan (RAP) that bears the Reconciliation Action Trademark. The RAP requires that employees continue to develop their cultural competence so as to maximise opportunities and improved outcomes for Aboriginal and Torres Strait Islander peoples.

OVERVIEW OF PROGRAM

The program provides a case managed specialist support service to young people (12-18 years) on Child Protection orders with the Department of Human Services, Victoria. The young people we work with predominantly reside at home or in alternative community placements. Our clients are considered to be at risk of future harm, given their histories of abuse, trauma and neglect.

The case manager role focuses on the young person's needs and wellbeing and in doing so, implementing and developing the statutory Case Plan. This involves assessment, risk and behaviour management interventions, coordinating care teams and support services, high levels of engagement, exit planning and administrative responsibilities.

The role is a very rewarding one that enables positive change to occur for some of the most vulnerable young people and families in our community.

POSITION OBJECTIVES

- The position exists to provide a specialist support service to young people who are considered to be at risk; they may be living in family based settings, independently or in home-based care placements.
- The primary goal of the position is to best support young people who are at home or in community based settings to prevent an out-of-home care placement through the statutory service system.

KEY RESPONSIBILITIES

1. Assume case monitoring and evaluation responsibilities and provide supervision, counselling, and specialist support to young people and their families/substitute care givers, in the context of the statutory child protection case plan.
2. Develop and maintain a professional and respectful working relationship with young people and their families.
3. Contribute to the development, implementation, and review of client case plans and individual programs for young people and work as part of a multi-disciplinary care team. The operationalising of case plans will specify objectives of intervention, anticipated time lines and the tasks/responsibilities necessary in their achievement.
4. Provide advice, support and crisis intervention to families or care givers who provide direct day to day care of clients, on managing challenging and difficult behaviour.
5. Prepare and develop reports, case notes, safety plans and provide advice and recommendations for client case plan meetings, reviews, and referrals, and client court appearances.
6. Liaise and negotiate with different program areas of the Department of Human Services, Community-Based Services and Agencies within the universal service system, including Community groups/Networks, on a range of issues relating to young people.
7. Participate in the development, implementation, monitoring and evaluation of the program.
8. Advocate on behalf of clients and where appropriate, their families, and facilitate access to specialist generic and community services as necessary.
9. Maintain a caseload of approximately 7-8 young people.
10. Work as part of a team and participate in team meetings, joint work opportunities and case evaluation activities.

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.

KEY SELECTION CRITERIA

Essential

1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with relevant experience; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialized skills sufficient to perform at this level.
2. Ability and preferable experience in case management and supervision of young people who are at risk with special needs.
3. Ability to use a range of strategies in working with clients around individual and family issues such as abuse, family breakdown and family relationships.
4. Knowledge of adolescent and children's development processes for working with individuals and groups.
5. Intervention skills in responding to the developmental needs of young people whom engage in high-risk behaviours and/or from conflictual families.
6. Ability to contribute to the development, implementation, monitoring and evaluation of client case plans.
7. Knowledge of relevant policies and legislative frameworks regarding the protective and correctional responsibilities for children and young people.

8. Excellent written and oral communication, negotiation and liaison skills and the ability to work with government and non-government organisations, community groups and clients' families/networks.
9. Ability to work both independently and as a member of a team, and to contribute to program development, implementation and evaluation.

Desirable skills, knowledge, and experience

- Sensitivity to issues of confidentiality, gender, cultural background, disability, age and sexuality in dealing with young people and their families.
- Sensitivity to the social demographics and community services within the Western Metropolitan Region.
- Excellent organisational and time management skills, and ability to be self directed.
- Experience working within the community based non-government sector.

ADDITIONAL INFORMATION

- 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.