

## ACMS CASE MANAGER POSITION DESCRIPTION WESTERN REGION

**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

<b>Position</b>	ACMS Case Manager
<b>Program</b>	ACMS
<b>Classification</b>	SCHADS Award Level 5 (Social Worker Class 2) <i>Select a classification</i> (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
<b>Hours</b>	Full Time
<b>Hours per week</b>	38 Hrs
<b>Duration</b>	Fixed Term
<b>Fixed term end date</b>	07/04/2022
<b>Location</b>	Western
<b>Reporting Relationship</b>	This position reports directly to ACMS Team Leader
<b>Effective date</b>	March 2020

## Overview of program

The Adolescent Case Management Support Service (ACMS) is an outreach case management program operating five days a week between the hours of 9.00am and 5.00pm. The team consist of 5 permanent case managers and a Team Leader.

The program provides a case managed specialist support service to young people (12-17 years) on Child Protection orders with the Department of Health and 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's 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, co-ordinating 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.
- Engage families where appropriate to ensure young people have the opportunity to reconnect, reunify and understand their family history.

## Key responsibilities

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


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.	Advocate on behalf of clients and where appropriate, their families, and facilitate access to specialist generic and community services as necessary.
7.	Work as part of a team and participate in team meetings, joint work opportunities and case evaluation activities.

## 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).

 <p><b>Role Specific</b></p>	<ol style="list-style-type: none"> <li>1. Relevant tertiary qualification in social work, psychology, welfare, youth or related discipline and experience.</li> <li>2. Ability to use a range of strategies in working with clients around individual and family issues such as abuse, family breakdown and family relationships.</li> <li>3. Intervention skills in responding to the developmental needs of young people whom engage in highrisk behaviours and/or from conflictual families.</li> <li>4. Ability to contribute to the development, implementation, monitoring and evaluation of client case plans.</li> <li>5. Knowledge of relevant policies and legislative frameworks regarding the protective and correctional responsibilities for children and young people.</li> <li>6. Ability to work both independently and as a member of a team, and to contribute to program development, implementation and evaluation.</li> <li>7. 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.</li> </ol>
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## 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 nominated 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.
- A current Victorian Driver's license is essential.

## Acceptance of Position Description requirements

To be signed upon appointment

### **Employee**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_