



## POSITION DESCRIPTION

<b>Position:</b>	Case Manager	
<b>Program:</b>	Intensive Case Management Service (ICMS)	
<b>Classification:</b>	(Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)	
<b>Hours:</b>	Full Time	Hours per week: 76
<b>Duration:</b>	Fixed Term	Fixed Term end date: January 2021
<b>Location:</b>	Bendigo	
<b>Accountability:</b>	This position is directly accountable to the Team Leader	
<b>Date:</b>	October 2019	

## 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 Intensive Case Management Service (ICMS) program is part of the Department of Health and Human Services (DHHS) response to addressing the needs of high-risk adolescents. The DHHS funds an ICMS program in various regions across the State. The primary role of an ICMS program is to provide a high level of support and intensive case management to young people (aged 13 –17) who are on protective orders.

The Intensive Case Manager will primarily be involved in providing case management and support to young people with complex needs, in Out of Home Care, or in the community, their families and carers. Crucial to providing a high quality service is ensuring that the young persons' individual placement plans are supported and meeting case plan goals. The position will also be required to liaise with other case managers in the case management team to ensure that each

young person involved with the program receives a consistent and appropriate service. The Intensive case manager will work therapeutically and collaboratively to address the emotional, developmental, physical and safety needs of the young person, by working with the young person, their family and other key people in the young person's life.

### **POSITION OBJECTIVES**

- Building links between a young person and their family
- Linking and engaging the young person in day activities/programs
- Supporting placement/accommodation arrangements
- Addressing issues which has led to the young person being at risk including substance abuse, family violence and mental health issues

### **KEY RESPONSIBILITIES**

The Key Responsibilities and Tasks are as follows:

- Provision of advanced case work practice and case management to support the young person facilitate their development and help ensure their safety. This will include development and preparation of court and other reports, utilizing the LAC framework documents and exit/future support planning.
- Provision of case contracted duties to the young person as agreed to by DHHS and Anglicare if the young person has been contracted to Anglicare.
- Liaising with the referring body, the young person, their family and carer families to provide an appropriate service response
- Work closely with the therapeutic and/or other clinicians to ensure the plan for the young person meets their emotional and physical needs in a trauma-informed framework.
- Assessing the placement and support needs of the young person, their family and the carer.
- Initiating contact and making referrals where required, with other specialist services.
- Working closely with the young person, assisting to make and support them to attend meetings, health, education and other appointments.
- Advocating for the young person, and empowering and enabling the young person to advocate for themselves.
- To undertake the administrative requirements of the role in order to meet statutory requirements and best practice.
- Capacity to work flexible hours according to casework demands

Being involved in Agency and ICMS program development including contributing to:

- The development of casework practice and standards within ICMS, Youth Services and the Agency via individual and group supervision, team meetings and learning opportunities/training
- The ICMS planning, development and review process
- Agency policy and program development through a range of agency meetings and processes

### **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. Relevant tertiary qualification in Social Work Welfare or Youth Work; 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. Proven case management, organisational and time management skills.
3. Experience in working with children, young people and families including a working knowledge of child protection legislation and practice in Victoria.
4. Demonstrated knowledge of adolescent development, and strategies for working with young people, with complex and challenging behaviours, and their families.
5. Demonstrated knowledge of trauma informed practice and attachment theory along with best interests principles.
6. A high level of written and verbal communication skills and evidence of sound report writing skills.
7. An understanding of the issues and factors that place young people at risk and lead to placement in Out of Home Care.
8. A demonstrated ability to work both independently and as part of a team.
9. Sound knowledge of the impact of high risk behaviours for young people and their families, and current community concerns, such as Alcohol and Drug use, Mental Health, other
10. Demonstrated understanding and commitment to the purpose and values of Anglicare.

### **Desirable skills, knowledge, and experience**

- A commitment to and understanding of, the principles and practice of cultural competence.
- Competent in the use of computers and Microsoft office and other programs.
- Reasonable amount of motor vehicle travel required of this position including city, country and night driving.
- The capacity to work flexible hours according to casework demands.
- Some out of hours and weekend work may be required.

## 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.

## ACCEPTANCE OF POSITION DESCRIPTION REQUIREMENTS

To be signed upon appointment

### **Employee**

Name:

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

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