

POSITION DESCRIPTION

Communities of hope, joy and wonder where all are welcome.



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| Complex Case Manager (Clinical) |
| Position Level | Grade 5 Step 1 – Step 3 / Grade 6 Step 1 – Step 4 |
| Salary Range(Full-time) | $ 102,277 to $ 129,808 (based on skills and experience) |
| Reports To | CECG Student Counselling Manager and Welfare Manager |
| Location | CE Head Office, Manuka ACT |
| Employment Type | Full-Time |
| Employment Status | Fixed-Term |
| Employment Term | 3 years |
| Hours Per Fortnight | 76 hours |

Who Are We?

Catholic Education, Canberra & Goulburn (CE) plays an integral role in education both in the ACT and NSW, covering 88,000 square kilometres covering the whole of the ACT and extending from Pambula on the south coast, to Crookwell in the North, through to the western point of Lake Cargelligo. Operating 56 Schools and 8 Early Learning Centres, CE is key to the education of over 21,000 students within the Diocese and employing over 2,100 professionals.

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| Position Purpose | The Complex Case Manager provides specialist case management support to help students succeed at school. The role will have a focus on complex cases that are referred to the School and Family Services team. Complex cases could include (but not limited to) significant family-based challenges, where school-based adjustments, extra classroom support or school counselling has not facilitated the necessary changes required for student progress at school.The purpose of the Complex Case Manager is to support the school community with an intensive and short-term clinical case coordination, and or management service. As an experienced senior mental health professional, the incumbent will be able to support the Principal, School leadership and school counselling personnel with a specialised level of outreach case management, clinical engagement with parents and carers and effective referral to appropriate external agencies and services. CECG Schools are recognised as safe, disciplined, welcoming and caring communities, where paramount importance is given to building and nurturing quality relationships. The Complex Case Manager role extends this support and care beyond the school gates and into the broader community in a targeted way to support student flourishing at school.  |
| Position Duties | **Service Delivery*** Provide a professional and developmentally appropriate short term clinical case management and/or coordination to support to CECG schools and student flourishing
* Initiate and coordinate internal and external case assessments, planning and review processes as required
* Participate and actively contribute or lead all relevant case meetings and case consultation meetings
* Provided targeted clinical engagements with key stakeholders in the context of case coordination, including conflict resolution and group conferencing interventions when appropriate
* Provide ad hoc supervision and coaching support to school pastoral leadership and school counsellors, on matters relating to complex cases, mental health concerns, conflict resolution and critical incidents
* Facilitate group work programs as required.

**Demonstrate Professional and Ethical Practices*** Ensure that appropriate protocols and client information systems are maintained, and data is provided as required
* Engage in CECG professional learning and allocated hours of external supervision support
* Respond appropriately in compliance with CECG guidelines to requests or communication from legal representatives. This includes responding to subpoenas and court orders
* Follow the CECG - Child Protection Policy, including reporting any concerns regarding the safety, welfare or wellbeing of a child or young person
* Maintain professional competence and continued professional learning, inclusive of maintaining professional self-care, and actively participate in monthly reflective supervision
* Ensure professional practice is in alignment with key CECG Policies and Guidelines
* Maintain membership and related accreditation of an appropriate professional association, as agreed with your line manager
* Participate in annual goal setting, monitoring of performance and review, and engage positively with constructive feedback.

**Leadership and Development*** Provide guidance and support for the ongoing development of case management practices and systems in the context of a multi-disciplinary team within CECG School and Family Services
* Contribute to data collection, analysis and related reporting
* Establish collaborative relationships with child protection and child/youth/family mental health services and other relevant stakeholders, to ensure effective and timely referral pathways
* Provide subject matter expertise at relevant internal meetings, consultations and professional development forums as required.
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| Skills, Attributes and Experience | * Sound understanding of and ability to articulate the mission of Catholic Education, the Catholic vision for human flourishing within the practice of pastoral care of the Catholic school
* Well-developed knowledge of child development and the issues that vulnerable children, young people and families face
* Familiarity with the student wellbeing focus of Catholic Schools, and well-developed understanding of the contemporary mental health and welfare challenges facing students and families, including in key areas relating to child protection, learning support, behaviour management, school refusal, suicidality and child and adolescent mental health
* Well-developed skills in assessing risks, needs and safety for children, young people and families
* High level case management and coordination skills and experience and counselling skills and experience working with complex and culturally diverse families
* Conflict resolution and group conferencing skills and experience,
* Ability to provide supervision and coaching support to clinical and non-clinical personnel
* Ability to organise own work, to work independently and to work effectively with colleagues as a member of a multi-disciplinary team
* High levels of interpersonal and communication skills to liaise effectively with parents/carers, teachers and other persons who provide support to students.
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| Qualifications | * Relevant tertiary qualifications and related accreditation in either Social Work, Psychology or Counselling.
* Employment with CECG is conditional upon successful applicants having or obtaining a valid and current working with children registration, appropriate to the state and/or territory in which they will work. NSW and ACT require different working with children registrations.
* Current driver’s licence
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Application Requirements

All applications must be submitted online via the online recruitment system. You can apply using the ‘Apply Now’ button found in the job advertisement. Your application must include a resume and cover letter (separate documents) outlining your suitability for the position based on the requirements set out in the position description. E.g. why would you be the best person for the position?

Working with Children

In the course of your employment, you will have direct contact with children, and it is, therefore, child-related work in accordance with:

1. in the ACT, Working with Vulnerable People (WWVP) (Background Checking) Act 2011; and/or
2. in NSW, Child Protection (Working with Children Check) (WWCC) Act 2012.

Employment with CE is conditional upon successful applicants having or obtaining a valid and current working with children registration, appropriate to the state and/or territory in which they will work. NSW and ACT require different working with children registrations.

Religious Education

All CE staff are required to attend religious accreditation designed to acquaint you with the vision and mission of Catholic Education. For more information regarding religious education - [Click here](https://cg.catholic.edu.au/wp-content/uploads/2019/07/RE-Accreditation-Framework-2019.pdf)

Employment Information Collection Notice CE’s Privacy Policy - [Click here](https://cg.catholic.edu.au/privacy-statement/)

Application Enquires: CE Recruitment Team

Phone: 02 6234 5427 | Email: recruitment@cg.catholic.edu.au