

## POSITION DESCRIPTION – Case Manager Mental Health

Position Title	Mental Health Specialist (IYS)	Department	Community Programs
Location	Fraser Coast QLD	Direct/Indirect Reports	0
Reports to	Team Leader	Date Revised	
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Choose an item.	Job Evaluation No:	HRC0028524

### ■ Position Summary

As part of the Australian Red Cross Queensland Community Programs Fraser Coast Integrated Youth Services (IYS) takes a single case plan approach to working with young people experiencing multiple and/or complex needs and actively collaborate with other agencies to ensure young people get the services and support they need to achieve their case plan goals. Collaborative case management is used when a young person requires support from more than one agency to respond to multiple, complex and/or interrelated needs.

The position will primarily provide relationship based intensive casework and conduct assertive outreach. The role will also be required to provide intensive case coordination to support young people; and link clients with other ongoing support as appropriate.

The Mental Health Specialist will work with IYS, staff and clients to facilitate sustainable change with young people experiencing multiple and complex challenges as a result of Mental Health, and to minimize or prevent young people from impact and vulnerabilities associated with Mental Health.

The role includes preparing policies and procedures, assisting with direct client support, facilitation, assessment and intake of Young People at IYS, management and support of the program facilitators, collaboration with both internal and external stakeholders and data collection for reporting purposes. The focus is on capacity building across the IYS team and ensuring sustainability of practice and skill development.

### ■ Position Responsibilities

#### Key Responsibilities

- Establish and maintain effective networks and relationships with other service providers, local agencies, government and other non-government services to ensure that client needs are being met in an appropriate professional manner
- Develop and deliver activities for clients using evidence based research
- Maintain effective record keeping on all clients including the maintenance of comprehensive databases, and regular and timely updating of all client files

- To provide Mental Health related mentoring and support to case managers and support workers with complex cases, including access to relevant Mental Health support
- When required, conduct therapeutic intervention and engagement strategies to assist with changing Mental Health where necessary
- Provide IYS team with advice on safe engagement strategies for young people affected by the Mental Health
- Provide advice and support to effectively respond to complex client and program issues
- Ensure compliance with all Red Cross policies including Ethical Framework, Workplace Health and Safety
- Child Protection, Privacy, Information sharing and storage
- Provide accurate and high quality reporting
- Other duties as directed by Manager

## ■ Position Selection Criteria

### Technical Competencies

- Ability to plan, implement, facilitate and monitor intervention activities
- An understanding of contemporary issues and challenges in the field of Mental Health/child protection/Youth Justice and approaches to enhancing child safety and well-being
- Demonstrated experience to carry out intake, comprehensive risk and needs assessments for young people with Mental Health concerns and respond appropriately
- Demonstrated knowledge and understanding of the diverse range of referral and support options available to young people who have experienced or are at risk of experiencing Mental Health
- Demonstrated knowledge of the complex needs of vulnerable young people affected by Mental Health, including barriers to learning and development and strengths based, client centred practice
- Commitment to culturally competent practice and ongoing learning, and direct experience working effectively with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse families and communities
- Strong mediation, facilitation and collaboration skills with multiple and diverse range of stakeholders
- Strong record keeping, administrative skills including a demonstrated ability to prepare reports
- Proficiency in MS Office or similar software and experience using databases

### Qualifications/Licenses

- Relevant qualifications and experience in Social Work, Mental Health, Psychology is mandatory for this role
- A Working with Children check is a mandatory requirement for this role
- Current driver's license
- Current first aid qualification

## Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.