

Wellbeing Support Unit

Case Manager – Statement of Duties

Objective

Working in a small team, the Case Managers will be the “first point of contact” for staff requiring intervention and support services. Their role is to ensure needs are promptly identified and services coordinated and managed in a systematic way. The Case Managers are expected to “manage” support using the core elements of case management (assessment, case planning, implementation (service delivery), monitoring and review).

Duties

- Provide first point of contact with staff.
- Conduct intake, screening and assessment of issues relating to individuals and developing case management plans.
- Engage with staff to provide information, advice and options (including online information) of wellbeing support.
- Support and empower staff to improve their resilience by developing their skills to self-manage their lifestyle and wellbeing.
- Establish and maintain collaborative networks with internal and external parties involved in the Wellbeing Support Program.
- Case management, crisis intervention, risk assessment, care coordination, advocacy, referral and evaluation of options and services to meet individual needs.
- Provide regular reports on cases to the Manager, Wellbeing Support to identify any emerging issues or gaps in services for evaluation purposes.
- Initiate, develop, implement and coordinate wellbeing events and training for staff in the Department.

Level of responsibility

- Responsible for coordinating and managing assigned cases, including the provision of advice and recommendations, and preparation of Case Management Plans and reports to Managers and stakeholders.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

Direction and supervision received

- Reporting to the Manager, Wellbeing Support, the occupant works with a high degree of independence in day-to-day activities and is expected to use initiative and judgement and receives limited supervision.

Selection criteria

The following specific selection criteria must be addressed by candidates by describing their relevant personal and professional skills and abilities; qualifications, training and competencies; past achievements; and potential for development. The position objective and duties can also be used to assist in addressing the selection criteria.

1. Significant skill and experience in case management, including case management principles, tools and techniques.
2. Comprehensive understanding and experience of working in wellbeing support or similar programs.
3. Highly developed written and verbal communication skills and excellent interpersonal skills, with the ability to develop and maintain stakeholder relationships.
4. Proven ability to think critically, develop options, solve problems and provide recommendations on a variety of complex and sensitive issues.
5. Demonstrated ability to develop and present training/workshops to a range of audiences.
6. Capacity to work in a complex environment and proven ability to exercise discretion, sensitivity, initiative, flexibility and confidentiality and to work enthusiastically and effectively both individually and as a member of a team.

Essential requirements

- Nil.

Desirable requirements

- Qualifications in Social Services, or Psychology.
- Senior First Aid Certificate.
- Mental Health First Aid Certificate.
- Current full car drivers licence.

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

- I. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person
 - Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception

- Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
 3. Identification check.

Position Summary

Title	Case Manager
Number	357472
Award	General Stream
Classification	Band 6
Output Group	Corporate, Strategy and Policy
Full Time Equivalent	1 FTE
Division	Strategy, Governance & Major Projects
Branch	Wellbeing Support Unit
Supervisor	Manager, Wellbeing Support
Direct Reports	Nil
Location	TBC
Position category and funding	A065