

# CASE MANAGER POSITION DESCRIPTION

## PLACEMENT AND SUPPORT

### GIPPSLAND

**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>	Home Based Care Case Manager
<b>Program</b>	Placement and Support
<b>Classification</b>	SCHADS Award Level 5 (Social Worker Class 2) (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 hours
<b>Duration</b>	Ongoing
<b>Location</b>	Morwell, with travel throughout Gippsland as required
<b>Reporting Relationship</b>	This position reports directly to the Team Leader for the Placement and Support Program
<b>Effective date</b>	January 2020

## Overview of program

Anglicare Victoria provides foster care for children and young people who are temporarily unable to live at home. Anglicare Victoria is the State's largest provider of foster care and plays a vital role in protecting children and young people by ensuring they have a safe and nurturing home while their family cannot care for them.

Our foster care program provides a stable home environment for children and young people aged between 0 and 18 years. Children enter foster care for a number of reasons and can stay with our carers for as short as one night or several years.

## Position Objectives

1.	To provide children with family based placements that will support their development and meet their needs in a safe and secure environment.
2.	To ensure the provision of a high quality service to children, young people and their families/significant others.
3.	To ensure that the placement goals established with the child (where appropriate), the child's family, the caregiver family, and the case manager are achieved.
4.	To ensure a high level of quality service and support is offered to foster carers.
5.	To ensure that practice procedures, as documented in program Referral Guidelines, Practice and Policy Manuals, including Department of Health and Human Services Minimum Out of Home Care Standards are followed.
6.	To be familiar with DHHS Out of Home Care, Child Protection and to comply with the relevant legislation (Children, Youth and Family Act 2005).

## Key responsibilities

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

1.	To be actively involved in matching children with caregiver families, taking into consideration the best interests of the child and capabilities of the caregiver family.
2.	To liaise between the service user family, caregiver family and the referring worker providing consultation, advice, support, supervision, direction and management regarding the child's placement to maintain a quality service.
3.	To provide case management and support to children in Out of Home Care Foster Care placements.
4.	To maintain accurate and up to date file notes, and provide other reports in relation to placements where necessary; for example, Court Reports, Post Placement Reports and Best Interest Plans.
5.	To provide a high level of supervision and support to carers
6.	To perform other duties as required.
7.	To participate in an afterhours on call roster as required and additional evening work as required.


## Key Selection Criteria

A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.

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).

 Role Specific	1. Tertiary qualification in Social Work or other relevant area with Demonstrated case work experience in Foster Care, Family Services or within the community services sector including assessment intervention strategies.
	2. Demonstrated understanding of the Department of Health and Human Services with a particular emphasis on the Child Protection function and the ability to develop strong working relationships within the protective services field.
	3. Demonstrated ability to devise, utilise and implement a range of casework and assessment intervention strategies.
	4. Demonstrated ability to communicate effectively with a range of people, including clients, caregivers and professional staff.
	5. Demonstrated ability to work under pressure, manage competing demands and respond/support a client and carer in a crisis situation.

## 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 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.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

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

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

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