

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Case Manager	Department	Community Services
Location	Townsville	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	May 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0036670

### ■ Position Summary

The Case Manager will work across Red Cross Homelessness and Housing Services and other Community Programs that offer case management support to individuals and/or families experiencing vulnerabilities in Townsville. Contributing to enabling operational goals, service agreements and work plans, the position will provide direct service delivery support to individuals and/ or families. Adopting the Red Cross practice approach this role aims to build capacity and resilience of individuals; empower communities to take responsibility for their futures; share with other organisations to increase collaboration; and transform systems and structures to remove barriers.

This position is responsible for adopting a case management approach that is planned, integrated and delivered in a coordinated way. The role will operate from a strengths based and capacity building framework and ensure that standards and principles that promote social inclusion, human rights, participation and client/consumer choice form part of their practice framework. The position will ensure accountability to clients, stakeholders and the organisation by ensuring that information management including how information is maintained, stored, shared and disposed of, is in line with organisational standards.

### ■ Position Responsibilities

#### Key Responsibilities

- Provide mobile, outreach and/or centre based case management support to individuals and families.
- Undertake case coordination and network development activities that build the capacity of Specialist Services to strengthen integrated working relationships between providers according to the identified level of client need
- Participate in team and case work meetings to share information with other caseworkers to maintain a consistent approach
- Apply the Red Cross Case Management Practice Standards and adhere to relevant program and organisational policies, procedures and guidelines.
- Maintain accurate records of client data as per Red Cross Case Note Guidelines and contribute to program reporting requirements.
- Contribute to the required program Key Performance Indicators to meet contractual obligations.

## Technical Competencies

- Demonstrated knowledge of evidence based case management strategies and principles with proven experience in delivering case management services to people 'at risk' of and/or experiencing vulnerabilities in a client focused way
- Demonstrated experience of administering Brokerage funds in the context of case management plans
- Demonstrated ability to minimise the risk which arises from crisis situations and exercise professional judgement based on ethical and legislative requirements
- Demonstrated understanding of reflective practice and continuous improvement
- Demonstrated experience in managing personal and professional boundaries
- Demonstrated ability to work directly with clients at risk of homelessness who have complex needs from a variety of cultural backgrounds, to achieve positive and sustainable outcomes
- Demonstrated experience in establishing strong and effective partnerships with community groups, service providers and other key stakeholders to develop responses to community issues and build on community strengths and resources
- Demonstrated ability to exercise initiative, discretion and judgement in working both independently and as part of a team
- Demonstrated experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities
- Highly developed verbal and written communication skills with proficiency in MS Office and client databases.

## Qualifications/Licenses

- Tertiary Degree or Associate Diploma qualifications in human services combined with/or substantial skills, expertise and experience attained through employment, voluntary service and/or study
- A Working with Children check is a mandatory requirement for this role
- Current and valid Australian driver licence

## 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 | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **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.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

## ■ 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.