

## COMPLEX DISABILITY CASE MANAGER

### CHILDREN WITH COMPLEX DISABILITY SUPPORT NEEDS PROGRAM POSITION DESCRIPTION

#### NORTH EAST MELBOURNE AREA

**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>	Complex Disability Case Manager
<b>Program</b>	Children with Complex Disability Support Needs Program (CCDSNP)
<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 This position may require some flexibility in working hours from time to time to ensure families' needs are met
<b>Duration</b>	Fixed Term
<b>Fixed term end date</b>	30 <sup>th</sup> June 2022
<b>Location</b>	8 – 10 Hurtle St Lalor
<b>Reporting Relationship</b>	This position reports directly to the Team Leader, Family Services
<b>Effective date</b>	March 2021

## Overview of program

Families who have children with complex disability support needs are vulnerable to carer breakdown, and this may lead to an alternative care arrangement for their child being considered. Commonly, a requirement for alternative care may occur as the child enters puberty or adolescence, when behaviours of concern such as aggression towards family members escalate.

The intent of the Children with Complex Disability Support Needs Program (CCDSNP) is to intervene earlier to prevent families seeking alternative care arrangements due to their child's complex disability support needs.

The CCDSNP provides support to families who have children 0 – 18 years with complex disability support needs who are at risk of requiring care outside of the family home, or where the child resides outside of the family home and return to the home is the case plan objective.

The Complex Disability Case Manager works alongside families to deliver flexible and tailored packages of support in order to build parental capacity and resilience, while working collaboratively with the NDIS to optimise disability supports for both the child and parents.

It is anticipated that many of the families supported by the program are likely to have children who are:

- In the adolescent age group (10 – 18 years) and
- Have an intellectual disability and/or Autism Spectrum Disorder and
- Have severe challenging behaviours such as emotional dysregulation, hyperactivity, absconding, aggression towards parents and siblings, self-injury and poor sleep habits.

Families are referred to the program primarily by the DFFH Principal Disability Practice Advisor (PDPA); however referrals may also be from Family Services agencies, NDIA, DFFH Intensive Support team, The Orange Door, the NDIS or disability provider, education providers or health service providers. The PDPA will approve the program participation of each family and will provide a secondary consultation role to assist in optimising NDIS supports and potential referral into the NDIS Complex Pathways team where appropriate.

## Position Objectives

1.	Build family and parenting capacity in order to help prevent children with complex disability support needs from requiring care outside the family home.
2.	Help parents to navigate the NDIS and to advocate for plans that contain parenting and disability supports tailored to maintain the sustainability of care, or support family reunification where possible.
3.	Support the continuation of the relationship between children and their families when they are in care, and continue to build family capability with the aim of maximising the potential for the child to return home where appropriate.
4.	Support the return of children to their family or into non-residential care arrangements, including providing ongoing support, and continuing to engage periodically to provide additional support as required to prevent a return of the child into care.
5.	Build the capacity of Family Services Practitioners in their support families to navigate the NDIS via secondary consultation, information sharing and specialist support.
6.	Build relationships with local disability services to encourage the early identification and early support of families where the complexity of the disability support needs is likely to cause increased family pressure.
7.	Support NDIS participation of children residing voluntarily in residential care, or at risk of requiring care due to their complex disability support needs.

**Key responsibilities** are as follows but are not limited to:

1.	Proactively identify and engage with families where children are at risk of requiring care outside the home due to the children’s complex disability support needs. Conduct comprehensive family assessments that identify the impacts of children’s complex disabilities and the supports required to promote positive family functioning.
2.	Work closely and collaboratively with key stakeholders to identify children’s complex disability support needs, ensuring that funding within the NDIS plan includes the supports required to prevent families seeking alternative care arrangements. Key stakeholders include DFFH Principal Disability Practice Advisor, NDIA, NDIS-funded disability providers and education providers.
3.	Build on family strengths, resilience and parenting capacity by providing flexible and responsive outreach visits to deliver a range of interventions and approaches in a family-centred way. Approaches used will include strong advocacy, creativity and a willingness to source practical solutions that will make a difference to the family. Siblings of children with a disability may need specific support.
4.	Strengthen the understanding of the NDIS within Family Services teams to ensure timely access to disability supports for families where relevant.
5.	Make an active commitment to the development and maintenance of a learning environment and a cohesive multi-disciplinary team through team meetings, staff development, supervision and reflective practice. A regular Community of Practice will be convened that will be specific to the role.
6.	Fulfil requirements regarding case records and data recording. Participate in professional development activities appropriate to the position. Undertake other duties within capability as directed from time to time.

## Key Selection Criteria

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).

 <p><b>Role Specific</b></p>	<p>1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and / or related behavioural sciences at degree level or associate diploma level with substantial experience in the relevant service stream.</p>
	<p>2. Demonstrated experience and knowledge of the NDIS and the disability sector, specifically regarding NDIS planning, advocacy and an understanding of the range of services that support children who have a disability and their families.</p>
	<p>3. A strong understanding of issues facing families who have children with a disability and demonstrated experience working with families who have children with a disability, including skills in engagement and holistic assessment of needs and action planning.</p>
	<p>4. Demonstrated awareness and commitment to working within the Best Interest Principles outlined in the <i>Children, Youth and Families Act 2005</i>, including demonstrated resilience to work with and support clients who have been exposed to trauma, violence or neglect.</p>
	<p>5. Demonstrated ability to work collaboratively with a diverse range of stakeholders to reach the best outcomes for children, young people and families.</p>
	<p>6. Demonstrated computer skills in Microsoft Office packages and other statistical databases. Excellent written and verbal communication, time management and organisational skills.</p>

## 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 [click to select](#). 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:

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Signature:

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Date:

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