

POSITION DESCRIPTION

Title: ITC Case Manager

Enterprise Agreement: Social, Community, Home Care & Disability Services Industry Award 2010

Classification: Community Service Worker Level 3

Usual hours of work: Full-time (76 hours)

Position Objective:

To support and coordinate all aspects of case management for young people placed in the Intensive Therapeutic Care (ITC) program including relevant step-down models of care.

Role Description:

The Case Manager will hold a caseload of children and young people who are in statutory care and will work in a therapeutic and collaborative manner with children, young people, their families, carers and the care team to continually assess, develop, implement and review the planning for each child or young person to reach their potential.

The Case Manager will use an integrated service delivery model, which incorporates the Sanctuary Model framework. The Case Manager will work from culturally informed trauma practices for use when working with Aboriginal children and families.

Primary Responsibilities:**Values, Sanctuary and Culturally Inclusive Practice**

- Work in alignment with the Sanctuary Model Pillars, Anglicare's Values, and Anglicare's Code of Conduct.
- Commit to training in the trauma informed Sanctuary Model and implementing this model of care in day to day work with young people and all members of their Care Team.
- Collaborate with Aboriginal extended families in the care of their children, including the joint development, implementation and regular review of cultural care plans.
- Advocate for the needs of Aboriginal young people and extended families in care.
- Maintain respectful relationships with stakeholders, government departments and the community to provide an integrated approach to service delivery.

Supporting our children and young people and their carers

- Work with a caseload of 1:6 young people across intensive therapeutic care houses and other ITC step down options.
- Build collaborative, caring relationships with young people to support their ongoing safety and developmental wellbeing.
- Participate in day to day routines and established therapeutic responses for each young person.
- Facilitate relationships between carers and workers with the young person's family and significant others within their support networks.
- Work in collaboration with the young person, their Care Team and Family and Community Services to achieve the most suitable permanent care option for the young person to provide safe and stable caregiver relationships until they attain adulthood.
- Follow case management principles and procedures to work in collaboration with the young person and their Care Team to continually assess, plan, implement, monitor and review the planning for the young person.
- Work closely with the young person to act as an advocate and ensure their voice is captured in all case planning considerations.

Administration, Supervision and Record keeping

- Keep accurate records, files and reporting requirements in a consistent and clear manner in line with statutory, contractual and agency responsibilities.
- Timely input to our client management databases to ensure compliance with standards and legislation.
- Actively engage and participate in monthly Sanctuary supervision with your line manager.
- Work at all times in accord with the NSW legislation, and the NSW Child Safe Standards, the Essential Ten Elements of the ITC program, as well as Anglicare policies and procedures
- Commitment to training and participating in professional development activities.
- Participate in rostered After Hours on-call duties.
- In addition to these responsibilities and duties you are expected to undertake other responsibilities and duties as may from time to time be assigned by Anglicare.
- Required to attend compulsory meetings

Qualifications:

- Minimum qualification: a Diploma of Community Services (or related diploma).

	<ul style="list-style-type: none"> • Preferred qualification: a graduate degree in psychology, social work or related discipline.
Key skills and experience:	<ul style="list-style-type: none"> • Ability to work within the Sanctuary framework to promote and enhance therapeutic approaches to support young people. • Effective interpersonal skills to work one on one, as well as in a team environment. • Efficient computer literacy skills and ability to use electronic case management systems. • Ability to use initiative as well as high level organisational and time management skills. • High level report writing skills and quality verbal communication skills. • Ability to take direction and work collaboratively within a team environment. • Demonstrated experience in working with and supporting vulnerable children and their families or carers including those from an Aboriginal or culturally and Linguistically Diverse background. • Ability to use trauma informed perspective/models of intervention with young people, families and community members.
Key knowledge areas:	<ul style="list-style-type: none"> • Theoretical knowledge and practice skills to meet the needs of adolescents and their families, who have experienced abusive relationship trauma and significant adversity. • NSW Children and Young Persons (Care and Protection) Act 1998 and Regulation 2012. • NSW Child Safe Standards for Permanent Care. • Knowledge of inter-generational trauma and its impact on Aboriginal people, families and communities. • Demonstrated knowledge Aboriginal culture.
Other Requirements	<ul style="list-style-type: none"> • NSW WWC Check • Drivers Licence
Reports to:	ITC Program Manager
Direct reports:	N/A