

## POSITION DESCRIPTION

<b>Title:</b>	Case Manager – Child, Youth and Family Services
<b>Award:</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Classification:</b>	Community Service Worker Level 3

### Position Objective:

To provide effective client-focused and outcome-based case management and support to families within our Intensive Family Preservation (IFP) and Child, Youth and Family (TEI) services.

### Role Description:

The case manager ensures efficient, effective, and timely case management for clients experiencing complex child protection issues. Case management will include, but not be limited to, client interviews, working with clients to identify and address their needs, home visits, referrals and advocacy, case planning, safety planning, support, and mentoring, and working with external service systems to promote client connection.

By providing case management, you will collaborate with clients to address complex issues and needs identified by the client to reduce risks, create positive change, and achieve achievable outcomes.

### 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 your daily work with individuals and families.
- Collaborate with and advocate for the needs of Aboriginal people and their extended with the development, implementation, and regular review of cultural case plans.
- Maintain respectful relationships with stakeholders, government departments and the community to provide an integrated approach to service delivery.

## **Supporting our families, children and young people.**

- Develop and implement case plans for individual clients, families, children, and young people in collaboration with other engaged services and supports to address their short-term and long-term needs.
- Work closely with families to advocate and ensure their voice is captured in all case planning, goal setting and considerations.
- Work respectfully with individuals and families to ensure their participation in setting case plan goals is both achievable and realistic
- Facilitate supported playgroup and work in collaboration with volunteers to ensure parents are engaged, supported and provided connections and support in their local community

## **Administration, Supervision and Record keeping**

- To keep accurate records, files, and reporting requirements consistently and clearly, ensuring compliance with all Standards, legislation, Policies, and Procedures.
- Timely input to our client management databases to ensure compliance with standards and legislative requirements.
- Actively engage and participate in monthly Sanctuary supervision with your line manager.
- Work in accordance with Anglicare's overarching operational priorities and relevant policies and procedures.
- Commitment to training and participating in professional development activities.
- In addition to these responsibilities and duties, you are expected to undertake other responsibilities and duties as assigned by Anglicare from time to time.

## **Qualifications:**

- Relevant qualifications in the Human Services field are required. Minimum Diploma of Community Services or equivalent; degree qualifications preferred.

## **Key skills and experience:**

- Previous practical experience and theoretical knowledge base related to working in child, youth and family services .
- Demonstrated experience in working with families facing complex situations including child protection issues
- Demonstrated experience in developing and implementing client-centered case management.
- Experience in working with Aboriginal people, communities and/or organisations is essential.
- Effective team/networking skills.
- Demonstrated skills in advocacy, liaison and conflict resolution.

- Excellent interpersonal and written communication skills.
- Well-developed computer literacy skills.
- Strong administrative, organisational and time management.

**Key knowledge areas:**

- Knowledge and understanding of Community Services sector.
- Sound knowledge base of how issues of trauma and crisis may impact on families.
- Knowledge of and ability to identify child protection issues and understanding of legislation and reporting requirements.
- Person-centered service delivery.

**Other Requirements**

- Current Working with Children's Check
- Current driver's licence

**Reports to:**

Coordinator Child, Youth and Family Services.

**Direct reports:**

N/A