

## POSITION DESCRIPTION

<b>Position Title</b>	Case Manager
<b>Program</b>	Target 120
<b>Employment Status</b>	Full Time
<b>Tenure</b>	Fixed Term – 1 Year
<b>Classification</b>	SCHADS 4.1
<b>Position reports to</b>	Senior Practitioner
<b>Location</b>	Western Australia

Kids First is a child, youth and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children and young people up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children, young people and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

### Our Vision

Every day we will work together to improve the life trajectories of children and young people and maximise positive outcomes for them and their families.

### Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



**Hope**  
We believe that change is possible and achievable



**Empowerment**  
We build on people's strengths and support their ability to make positive changes in their lives



**Accountability**  
We are open and transparent in everything we do



**Respect**  
We value all people



**Trust**  
We act in an ethical, inclusive, professional and open manner

## Position Purpose

The purpose of this role is to deliver collaborative, early intervention services as part of Kids First Australia's Target 120 Northam expansion. The position aims to provide comprehensive, strengths-based support to young individuals and their families who are experiencing complex challenges, with the goal of improving their life trajectories and reducing repeated involvement with the legal system. Working with up to ten endorsed young people and their families, the role focuses on achieving mutually agreed case management goals that promote positive reintegration into education, consistent engagement in suitable schooling, and participation in diversionary recreational activities. Additionally, the role supports the development of independent living skills, fosters positive social and community connections, assists with navigating government services, facilitates appropriate housing access, and promotes pro-social behaviour changes to prevent further legal system involvement. Through this integrated approach, the position plays a key role in supporting young people and their families to build a foundation for a more stable, positive future.

## Organisational Relationships

<b>Supervisor</b>	Senior Practitioner
<b>Direct Reports</b>	N/A
<b>Internal Relationships</b>	<ul style="list-style-type: none"><li>• Chief Executive Officer</li><li>• Executive Team</li><li>• Operations Leader</li><li>• Western Australian Youth Services Team</li><li>• All staff</li></ul>
<b>External Relationships</b>	<ul style="list-style-type: none"><li>• Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders.</li><li>• Professional networks</li></ul>

## Key Responsibilities

- Provide intensive, individualised support to 10 young people aged 10–14 and their families at any given time.
- Facilitate re-engagement with education or training and encourage ongoing participation in structured learning environments.
- Support positive engagement in recreational and diversionary activities.
- Strengthen family functioning and home environments through structured in-home support.
- Assist in navigating government and community systems, including housing, health, and welfare.
- Promote pro-social behaviour and reduce contact with the justice system through trauma-informed, strengths-based case planning.
- Support young people to develop their personal life and learning goals and scaffold supports to achieve them.
- Build and maintain transparent, professional relationships with funders and other stakeholders.
- Keep accurate, timely case notes and fulfil external stakeholder reporting requirements.
- Ensure service delivery and client information systems for case load are maintained in accordance with kids First requirements and standards.
- Proactively engage in formal supervision, reflective practice sessions and approach all aspects of the role with a commitment to continuous improvement.
- Participate in other projects or portfolios as agreed by with the General Manager.

## Quality and Risk Management

OHS

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.

### Capability Framework – Key Selection Criteria

<b>Formal Qualifications</b>	<ul style="list-style-type: none"> <li>• Qualification in Certificate IV Youth Work Certificate IV Child Youth and Family Intervention, Bachelors of Social Work, Bachelors of Psychology or other relevant discipline and or significant experience in the related field.</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience working with young people at risk who are experiencing trauma and facing personal barriers to learning.</li> <li>• Commitment to practicing with cultural, humility, respect and safety in the spirit of reconciliation.</li> <li>• Able to apply different practice frameworks to deescalated heightened behaviours and keep clients safely engaged in the program.</li> <li>• Demonstrated experience engaging young people in the development of tailored case plans.</li> <li>• Demonstrated experience, expertise, and commitment to supporting young people at risk including extensive knowledge of trauma and complex needs.</li> <li>• Flexibility, adaptability, and a willingness to work collaboratively as part of a team.</li> <li>• Commitment to embedding the young person's voice in all aspect of their case plan.</li> </ul>
<b>Other Selection Criteria</b>	<ul style="list-style-type: none"> <li>• Current Working with Children Check</li> <li>• WA Drivers License</li> <li>• Willingness to undertake a Police Check</li> <li>• A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner.</li> </ul>

### Inherent Physical and Psychological Demands

<b>Activity</b>	<b>Frequency – Daily Regular Occasional</b>
Manage competing priorities	Daily
Computer based activities (including phone work)	Daily
Interact with clients who could display verbal or physically challenging behaviour	Occasional
Driving	Daily
Walking, climbing stairs, bending	Daily
Standing, Sitting	Daily
Attend external locations including outreach home visits	Daily

Following instruction/taking directions	Daily
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