

POSITION DESCRIPTION

Title:	Case Manager, CYCLOPS Young Carer Program
Award :	Social, Community, Home Care and Disability Services Industry Award
Classification:	Social and Community Services Employee Level 3
Usual hours of work:	Part time (22.8hrs/week)

Position Objective:

To implement and uphold best practices in case management and support services, guided by trauma-informed care principles and cultural inclusivity, to achieve positive outcomes for young carers and their families.

Role Description:

The case manager provides effective and timely case management to young carers and their families in the ACT community as part of Anglicare's Young Carer program, known as CYCLOPS. The role involves implementing the CYCLOPS case management process, including referral, assessment, goal planning, review, and exit, as well as linkage with other services where appropriate.

The case manager works collaboratively with young carers and their families towards identified outcomes, whilst providing individualised support, advocacy, information, educational support, and opportunities for socialising and skill development. The case managers' work will contribute to the young person's development of productive life skills, increase social connections, and promote positive choices.

Beyond case management, the role participates in the CYCLOPS group program, including supervision, preparation and facilitation of activities.

Primary Responsibilities:

Supporting young carers and their families

- Under general supervision, provide flexible, responsive and comprehensive case management to young carers and their families, ensuring assessment, support and strategies are based on individual and family needs.
- In delivering services to clients, work at all times to best practice standards, evidence-based approaches and professional judgement when planning, implementing and evaluating.

- Assist young carers and their families to develop an understanding of and independence to access other activities, supports and services, including helping with the completion of documentation and liaison.
- Provide individual support services to young carers, including advocacy, information, and referrals, as well as social and recreational opportunities on an outreach basis.
- Plan and implement group activities that focus on skills development, trying new activities, self-esteem, self-care, and the development of communication and social skills. This may include group facilitation in schools.

Sector involvement and development

- Participate in staff supervision and professional development processes in accordance with Anglicare values, policies, procedures and systems.
- Foster positive relationships across the sector, including with schools and other community service organisations and other stakeholders.
- Implement and participate in the planning of a variety of support activities and events in conjunction with other staff and other agencies as appropriate.
- Participate in outreach activities at schools and at other community events to promote the CYCLOPS Young Carers Program and other Anglicare services.

Administration and record keeping

- Keep accurate records, files and reporting requirements consistently and clearly that meet all legislative requirements and regulations.
- Maintain strict confidentiality regarding all aspects of service delivery, as outlined in our policies and procedures.
- Work in compliance with Workplace Health and Safety legislation, including reporting and investigation.

Values, Sanctuary and Culturally Inclusive Practice

- Commit to training in the trauma-informed Sanctuary Model and implementing this model of care in day-to-day work with young carers and all members of their family network.
- Work in alignment with the Sanctuary Model Pillars, Anglicare's Values, and Anglicare's Code of Conduct.
- Participate in a variety of training essential to implementing Anglicare's mission and values, including Cultural Safety, Child-Safe Organisation, and Mandatory Reporting training.

Other:

- 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.

Qualifications:

- Minimum qualification requirement Diploma with extensive relevant work experience.

	<ul style="list-style-type: none"> • Three-year degree qualification in the human services field, such as Social Work, Psychology or Community Services.
Key skills and experience:	<ul style="list-style-type: none"> • Case management experience including conducting assessments, case and goal-planning, implementing supports, referrals, and intra-agency advocacy. • Ability to communicate effectively and build collaborative relationships with young people and their families, co-workers, and stakeholders. • Group work and facilitation skills. • Ability to work independently and collaboratively as part of a larger team. • Strong communication skills, including report writing, computer literacy, and interpersonal skills. • Networking and negotiation skills.
Key knowledge areas:	<ul style="list-style-type: none"> • Demonstrated knowledge of issues and risks facing young carers or young people and families. • Demonstrated knowledge of case management models. • Knowledge of Aboriginal culture and issues impacting Aboriginal families. • Family and strength-centred support provision. • Knowledge of legislative requirements of mandatory reporting for child abuse and neglect. • Knowledge of the ACT Child Safe Standards. • Understanding of childhood trauma and its effect on child development. • Knowledge of local services, support networks and relevant agencies within the ACT region.
Other Requirements	<ul style="list-style-type: none"> • ACT Working with Vulnerable People Check • Drivers Licence
Reports to:	Senior Coordinator CYCLOPS Young Carers Program
Direct reports:	Nil