



## **POSITION DESCRIPTION**

**Title:** Out of Home Care Case Manager (Fixed Term to April 2018)

**Enterprise Agreement:** Community Sector Multiple Enterprise Agreement 2009

**Classification:** Community Service Worker Grade 3

**Usual work location:** 6-12 Church Street, Wagga Wagga NSW 2650

**Cost Centre:** 515

**Usual hours of work:** Full-time (76 hours per fortnight)

**Position Objective:** To be responsible for all aspects of case management responsibilities and to ensure the safety, wellbeing and positive outcomes for young people within our Out of Home Care service.

### **Position Responsibilities:**

- Follow the principles of case management and ensure the day to day support and wellbeing of clients through casework, advocacy and planning
- To plan and assist children and young people to achieve age-appropriate living skills
- Monitor physical and emotional wellbeing of young people in care

- To keep accurate records, files and reporting requirements in a consistent and clear manner that meet all legislative requirements and regulations relating to OOHC procedures, practice and guidelines
- Support carers in their roles by providing monthly supervision and regular contact
- Develop and maintain links with stakeholders, government departments and the community to provide an integrated approach to service delivery.
- Adhere to agency policy and procedure, OHS practices and principals
- Input into client management data bases to ensure compliance and standards and legislation
- Compliance with Workplace Health and Safety legislation including reporting and investigation
- Participate in 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 Riverina

### **Key Behaviours:**

***Client Focus*** – recognize, anticipate and focus on specific client needs and advocate where required.

***Flexibility*** – recognize and respond to unanticipated events and requirements or sudden changes of priority.

***Interpersonal*** – establish co-operative and productive relationships by understanding and responding to the needs of others

### **Key skills:**

- Well developed organizational & planning skills
- High level verbal and written communication and presentation skills
- Demonstrated ability to manage conflicts and complaints
- Well developed computer literacy skills including word processing and power point
- Ability to use self initiative, organizational and time management skills
- Ability to take direction and work collaboratively within a team
- Well developed understanding of maintaining, reporting and tracking financials including budgeting and monthly monitoring

**Key knowledge areas:**

- An understanding of legislative requirements and standards within the OOHC sector.
- An understanding of complex care issues for children and young people in OOHC services
- An understanding of the impact of trauma on children and young people in care
- An understanding of the principles of permanency planning in out of home care

**Key experience:**

- Demonstrated practical & theoretical skills related to the needs of children and young people and their families
- Practical experience in supporting carers to maintain their roles
- Practical experience with conflict management
- Demonstrated experience in case management or supporting clients through case management

**Key Requirements:**

- Relevant tertiary qualification in welfare, community services or related field with significant experience in working with children and families
- Theoretical and practical skills in the areas of assessment, counselling and case management of the target group
- Demonstrated experience and understanding of the support requirements for families in crisis
- Demonstrated ability & understanding of how to support carers in their role
- Demonstrated understanding of the needs of children and young people who have entered or are about to enter the out of home care system
- Demonstrated capacity to network with a range of health, education and welfare services
- Excellent verbal and written communication skills including interpersonal, report writing, computer literacy, liaison and networking
- Current drivers licence

**Reports to:** Case Management Coordinator, Wagga Wagga.

**Direct reports:** None