



### **POSITION DESCRIPTION**

**Title:** Case Manager

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

**Classification:** Community Service Worker Grade 3 Year 1 (SACS NSW Award)

**Usual work location:** 350 Urana Road LAVINGTON NSW 2641

**Cost Centre:** 540

**Usual hours of work:** Full time (76.0 hours for 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 the 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
- 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, WHS 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 behaviors:**

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

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

Interpersonal – establish co-operative and productive relationships by understand 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 continuous improvement strategies for both internal and external stakeholders
- A practical understanding of the stages within Case Management

**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 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
- Theoretical knowledge and 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 valid drivers licence

**Reports to:** Coordinator, Albury

**Direct reports:** None