



## **POSITION DESCRIPTION**

<b>Title:</b>	Case Manager
<b>Enterprise Agreement:</b>	Community Sector Multiple Enterprise Agreement 2009
<b>Classification:</b>	Community Service Worker Grade 3
<b>Usual work location:</b>	130 Cowper St, Goulburn 2580
<b>Cost Centre:</b>	436
<b>Usual hours of work:</b>	Part-time (60 hours per fortnight)
<b>Position Objective:</b>	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:**

- Provide case management and ensure the day-to-day support and wellbeing of clients through casework, advocacy and planning
- Monitor physical and emotional wellbeing of young people in care
- Work within a Permanency Planning framework for all children in care.
- Participate in the implementation of the Sanctuary Framework
- Support and work with birth families of children in OOHC.

- 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 principles
- Input into client management data bases to ensure compliance and standards and legislation
- Compliance with Workplace Health and Safety legislation including reporting and investigation
- Active participation in the Out Of Home Care service team
- Participate in after-hours On-Call roster
- 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 Southern

#### **Key Behaviours:**

- 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 understanding and responding to the needs of others

#### **Key Skills:**

- Well-developed organisational & 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, client database entry and power point
- Ability to use self initiative, organisational 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, young people, their families and carers 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 and 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 children and young people
- Demonstrated experience and understanding of the support requirements for families in crisis
- Demonstrated ability and 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:** OOHC Coordinator, Southern.

**Direct reports:** Nil