



POSITION DESCRIPTION

Title:	Case Manager (Aboriginal position)
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement 2009
Classification:	Social and Community Services Award (NSW) Grade 3
Usual work location:	Wanggaay Foster Care Service, Wagga Wagga
Cost Centre:	546
Usual hours of work:	Full-time (76 hours) Fortnight
Position Objective:	To be responsible for all aspects of case management responsibilities and to ensure the safety, wellbeing and positive outcomes for Aboriginal children and young people within the Out of Home Care service.
Position Responsibilities:	<ul style="list-style-type: none">• Follow the principles of case management and ensure the day to day support and wellbeing of clients through casework, advocacy and planning.• Plan and assist children and young people to achieve age-appropriate living skills.• Monitor physical and emotional wellbeing of young people in care.• Ensure all children and young people have a clearly developed cultural plan and that Case Management is supporting the development of their cultural identity.

- 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, WHS practices and principles.
- Provide input into client management data bases to ensure compliance and standards and legislation.
- 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 – 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 organisational and 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, 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 and young people in OOHC services and how trauma affects their well being.
- An understanding of continuous improvement strategies for both internal and external stakeholders
- An understanding of the particular needs of Aboriginal families who are part of the out of home care system
- A practical understanding of the stages within Case Management

Key experience:

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

Selection Criteria:

1. Relevant qualification in welfare, community services or related field and experience in working with Aboriginal children and families.
2. Demonstrated experience and understanding of the support requirements for families in crisis.
3. Demonstrated ability and understanding of how to support carers in their role.

4. 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.
5. Demonstrated capacity to network with a range of health, education and welfare services.
6. Good verbal and written communication skills including interpersonal, report writing, computer literacy, liaison and networking.

Qualification: Tertiary qualifications and relevant experience in a human services setting is essential

Reports to: Coordinator, Wanggaay Out of Home Care Service

Direct reports: None