



POSITION DESCRIPTION

Title:	Out of Home Care Case Manager
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement 2009
Classification:	Community Service Worker Grade 3
Usual work location:	47 West Street NOWRA NSW 2541
Cost Centre:	436
Usual hours of work:	Part-time (60.8 hours per fortnight) with potential to become full-time
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:

- 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.
- 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 (Please address each item of Key Knowledge Areas and 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 and client database entry.
- 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 (Please address each item of Key Knowledge Areas and Key Skills):

- Relevant tertiary qualification in welfare, community services or related field with significant experience in working with children and families.
- 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 Nowra/Goulburn

Direct reports: Nil