



POSITION DESCRIPTION

Title: Case Management Coordinator

Enterprise Agreement: Community Sector Multiple Enterprise Agreement 2009

Classification: Community Service Worker

Usual work location: 127 Byng Street Orange NSW 2800

Cost Centre: 500

Usual hours of work: Full-time Fixed Term Contract (76 hours)

Position Objective: To be responsible for the day to day coordination and delivery of Out of Home Care services to children and young people and their families.

Position Responsibilities:

- Provide leadership to the case management team to ensure high quality services for children, young people and families who are involved in the statutory care system.
- Ensure case managers meet all legislative requirements and regulations relating to OOHC services for children and young people
- Develop and maintain links with stakeholders, government departments and the community to provide an integrated approach to service delivery.
- Ensure all staff adhere to agency policies, procedures and practice guidelines.
- Monitor client management data bases to ensure good practice and compliance with the relevant legislation and standards.
- Ensure compliance with Workplace Health and Safety legislation including reporting and investigation.

- Provide regular structured supervision and support to case managers.
- Work with the Carer Assessment Recruitment and Training team to ensure regular support, supervision & training opportunities for carers.
- Monitor monthly financial expenditure and provide monthly reports to direct supervisor.
- Participate in the development of annual budgets.
- Participate in After Hours on Call duties as required.
- Other duties as directed.

Key behaviours:

Leadership - uses appropriate interpersonal styles and methods to guide individuals or groups towards achieving results.

Planning and Organising - establishes a course of action and marshals resources to achieve a specific goal.

Problem Solving - identifies and defines problems and feasible solutions through gathering and analysing information

Supervision - directs, motivates and trains a team through personal example while ensuring a productive team environment.

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
- Demonstrated team building/mentoring/support and supervision skills
- 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 the OOHC service delivery
- An understanding of promoting team building and personal development opportunities

Key experience:

- Demonstrated practical & theoretical skills related to the needs of children and young people and their families, preferably in the out of home care area.
- Practical experience in supporting and developing a team

Key Requirements:

- Tertiary qualifications and relevant experience in a Human Services setting
- A working knowledge of Out of Home Care is essential
- Skills in the areas of assessment, counselling and case management
- Demonstrated experience and understanding of the support requirements for families in crisis
- 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
- Excellent verbal and written communication skills including interpersonal, report writing, computer literacy, liaison and networking
- Demonstrated ability to support and supervise staff and/or carers and to positively lead and develop a diverse team
- Demonstrated experience in budgeting and financial management
- Ability to develop and implement appropriate policies and procedures
- Current driver's license

Desirable:

- Experience in the coordination of Out of Home Care Services for young people

Reports to:

Regional Manager, Western Region

Direct reports:

Case Managers

Qualifications:

Relevant tertiary qualification (minimum of diploma level) and experience