

# Position description



<b>Title:</b>	Case Manager
<b>Business Unit:</b>	Children, Youth & Families – Home Based Services
<b>Location:</b>	Dandenong & Ringwood
<b>Employment type:</b>	Full time maximum term
<b>Reports to:</b>	Manager

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## About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

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## Position description



### Case Manager

#### Position purpose

The Case Manager, Children Youth and Families – Home Based Services is responsible for providing support to children and young people aged 0-18 years and their families in a variety of care settings. These include Home Based Care, Residential Care, Lead Tenant, Adolescent Community Placement and the Adolescent Support Program. The client group consists of both statutory Child Protection client and voluntary clients.

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#### Scope

**Budget:** nil

**People:** nil

#### Relationships

**Internal:**

- Children, youth & families staff, support & foundation staff

**External**

- Clients, carers, families, advocates, government funding bodies

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#### Key responsibility areas

- Service Delivery**
- Provide support and case management services to children and young people in an effort to achieve the desired outcomes in the context of their individual needs/case plans.
  - Support the development and implementation of case plans, including statutory case plans as required.
  - Facilitate referrals to access appropriate support services where required.
  - Build and maintain effective working relationships with key stakeholders.
  - Facilitate regular care team meetings and ensure the child and/or young person's needs and views are well represented in these forums.
  - Support young people to develop exit plans, leaving care plans, and to access housing and community support options as required.
  - Deliver case management services that meet all relevant performance and outcome indicators.
  - Attend internal and external meetings and forums as required.

- Communication**
- Maintain comprehensive professional case notes, reports, client files and records, including data collection according to program and statutory requirements, and ensure timelines for completion are adequately met.

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### Case Manager

#### Teamwork

- Develop and maintain effective working relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government agencies.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

#### Performance indicators

- Abiding by and working to Uniting policies and procedures
- Abiding by and working to the Children, Youth and Families Act 2006
- Keeping the best interests of children and young people as paramount
- Working in partnership with other organisations

#### Person specification

##### Qualifications

- Desirable: Bachelor of Social Work, Psychology, Behavioral Science or related discipline
- Essential: (Minimum) Diploma of Community Welfare Work or related discipline
- Essential: Current driver's license & Working with Children Check

##### Experience

- Essential: Minimum 1 year experience in a Case management role

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## Case Manager

### Core selection criteria

- **Values alignment:** Ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for clients
- **Professionalism:** Execute day-to-day activities in a positive, professional and enthusiastic manner.
- **Culturally Aware:** Value diversity
- **Client Focused:** Prioritise needs of clients
- **Communication:** Excellent verbal and written communication skills

## We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) *prior* to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

### Employee

Name:

Signature:

Date:

### Manager

Name:

Signature:

Date:

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