

Position Description

Title:	Case Manager
Business Unit:	Karrung
Location:	491 – 495 Gillies Street, Wendouree
Employment type:	Maximum term - Full Time
Reports to:	Coordinator of Youth Residential Services

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

Position purpose

The Case Manager is responsible for providing support and assistance to residents in the Foyer and Short Stay (SS) programs at Karrung to enable them to meet their long term goal of independence. The Case Manager is also responsible for developing an Action Plan with the residents.

Scope

Budget: *nil*

People: *nil*

Relationships

Internal:

- Uniting Staff
- Volunteers

External

- Department of Health and Human Services, CAFS, Berry Street

Key responsibility areas

Service delivery

- Assessment of young people applying for the Foyer and Short Stay Programs
- Outcomes based case-management using the Outcomes Star for Foyer Clients and Supporting Options for Youth for Short Stay clients
- Facilitate case management meetings
- Liaison with relevant services to facilitate family reunification for eligible clients in the Short Stay program
- Assist eligible clients to apply for Office of Housing

Approved by: (position [see delegations of authority policy])	Page 1 of 3	Division: <insert division>
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Case Manager



- Development of exit plans in collaboration with clients
- Liaison with Child, Youth and Families and Contracted Case Managers for clients in the Child, Youth and Families designated units
- Parenting support and referral to families
- Assist with the running of the activities program
- Attend all relevant meetings including the staff, Learning Program and Client Update meetings
- Transport Clients as required.
- Assist with delivery of the Learning Program, including the Living Skills component
- Planning of social/group activities with clients and youth workers
- Support for day to day running of the facility
- Provide rostered after hours on call staff support as required

Quality and risk

- Contribute to meeting standards including OH&S and Specialist Homelessness Information Platform
- Promote standards of professional practice among staff and volunteers
- Commitment to Supervision

Administration

- Accurate and timely recording of data as per program requirements (Specialist Homelessness Information Platform/Specialist Homelessness Online Reporting/Supporting Options for Youth)
- Accurate and timely case notes
- Prepare and maintain client notes
- Assistance in the evaluation of group, skills based learning activities for young people

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

- Assessment of young people applying for the Foyer and Short Stay Programs.
- Outcomes based case-management using the Outcomes Star for Foyer Clients and Supporting Options for Youth for Short Stay clients.
- Facilitate case management meetings.
- Liaison with relevant services to facilitate family reunification for eligible clients in the Short Stay program.
- Assist eligible clients to apply for Office of Housing.
- Development of exit plans in collaboration with clients.
- Liaison with Child, Youth and Families and Contracted Case Managers for clients in the Child, Youth and Families designated units.

Approved by: Executive Officer	Page 2 of 3	Division:
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Case Manager



- Parenting support and referral to families.
- Assist with the running of the activities program.
- Attend all relevant meetings including the staff, Learning Program and Client Update meetings.
- Assist with delivery of the Learning Program, including the Living Skills component.
- Contribute to meeting standards including OH&S and Specialist Homelessness Information Platform.
- Accurate and timely recording of data as per program requirements (Specialist Homelessness Information Platform/Specialist Homelessness Online Reporting/Supporting Options for Youth).
- Accurate and timely case notes

Person specification

Qualifications

- Essential: (Minimum) Diploma of Community Welfare Work or related discipline
- Desirable: Bachelor of Social Work, Psychology, Behavioral Science or related discipline
- Cert IV in AOD and Mental Health (or willingness to qualify within a specified timeframe at own expense).

Experience

- Desirable: Minimum of 1 years' experience in a case management role

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values
- Strong knowledge of the welfare and support sector with a minimum of two years' experience in a case management role.
- Excellent communication and presentation skills.
- Demonstrated experience in working with young people.
- Experience or understanding of issues specific to supporting young people in a residential support setting.
- Experience of working with key stakeholders such as Juvenile Justice, Protective Services, youth homelessness support services and family members.
- A demonstrated understanding and application of case planning and case management principles.
- A commitment to teamwork in a multi-disciplinary team setting.
- Strong networking skills.
- Excellent administrative skills including a high standard of computer skills using Microsoft Office.
- Ability to be empathetic and supportive to clients whilst maintaining professional boundaries.
- Demonstrated understanding of community-based interventions that support young people in their transition towards independence

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

Manager

Name:

--	--

Signature:

--	--

Date:

--	--