

Position Description

Title:	Integrated Family Services Case Manager
Business Unit:	Integrated Family Services and Community Mental Health
Location:	Ballarat and Ararat
Employment type:	Full-Time , maximum term (up until June 30/6/ 2020)
Reports to:	Coordinator Family, Youth and 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

Strong case management is required in working with vulnerable families with complex issues whilst working with other service providers and support networks to enhance relationships, parenting skills and overall wellbeing and safety of children within the referred families.

Scope

Budget: nil

People: nil

Relationships

Internal:

- Uniting employees

External

- DHHS
- Child Protection
- External health professionals/ Networks and other providers

Key responsibility areas

Service delivery

- Provide a high standard case management service to members of families referred through 'Child FIRST' including: assessment, goal setting, consultation, liaison, advocacy and referral.
- To develop knowledge of resources and services available for families referred through 'Child FIRST', in the local community.

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Intergrated Family Services Case Manager



- Develop and consolidate linkages with key Agencies in the Grampians Region.
- Represent Uniting (Victoria Tasmania) at 'Child First' allocation meetings and any Family Services Alliance forums, reflective practice, working groups and steering committees as required.
- Liaise with other relevant organisations and key stakeholders.
- Develop professional practice to meet standards.
- Participate in the updating and development of the Integrated Family Services Program policies and procedures and any other agency internal and external Quality Assurance processes.
- Coordinate the timely collection and reporting of quarterly statistics on professional activities of the service.
- Maintain accurate and timely records and data, including electronic data base management.
- Oversee and development strategies to reach and maintain required targets, in association with team.

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

- Demonstration of coordination of program referrals and general operational requirements including program and agency meetings.
- Case Management practice reflects assessment, goals setting, advocacy and consultation.
- Appropriate referrals are made in conjunction with relevant family members in helping them reach their identified goals.
- Demonstrated relationship building with external key agencies.
- Demonstrated ability to liaise with all relevant key stakeholders when working with families.
- Demonstrate high standard of professional practice.
- Participation in internal and external Quality accreditation processes.
- Monthly and quarterly data entry of statistics into relevant reporting programs.
- All records and data are recorded into relevant electronic databases within a 48 hour period.
- Individual and team strategic plans are developed to meet program targets.

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Person specification

Qualifications

- Diploma of Community Services, Bachelor of Social Work or Certificate IV qualification and/or relevant experience

Other Responsibilities

- A commitment to the process of Supervision.
- Understanding and respect for the distinctive ethos of the Agency and the marginalized sectors of the community.
- Occupational health and safety – understand, observe and adhere to all safe working procedures and maintain safe work practices.
- Equal Employment Opportunity – understand, support and adhere to the principles covered in the Employee Code of Conduct.
- The Agency promotes diversity and equal opportunity in employment.
- Privacy Notification – the collection and handling of personal information relevant to your employment will be consistent with the requirements of the Information Privacy Act 2000.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- Demonstrated extensive experience and skills in case management with an emphasis on working with families.
- Knowledge of appropriate legislation and the implications this has on practice.
- Proven ability to liaise, consult and negotiate effectively with other Agencies including Support Agencies, Government and Community Organisations, Cultural and Linguistic Diversity forums.
- Highly developed written and verbal communication skills including demonstrated ability to build relationships with families, organisational staff and management.
- A demonstrated understanding of marginalized sectors of the community.
- Sound knowledge of child development theories and the impact of trauma on children and the ability to demonstrate this knowledge in practice.
- Demonstrated ability to maintain the balance between face to face client work and administrative tasks such as uploading case notes in a timely manner and arranging key stakeholder meetings.

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: