



## POSITION DESCRIPTION

**Title:** Wellington Integrated Case Manager

**Business Unit:** Children, Youth and Families

**Location:** Based in Sale

**Employment Type:** As per employment agreement

**Reports to:** Practice Leader Client Services

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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 services and advocacy arm 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, sexual orientation and gender identity. 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.

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

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

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## POSITION PURPOSE

The Wellington Integrated Family Services Team works alongside the Integrated Intake team and is a community program. Uniting Gippsland has been appointed facilitating partner, working in partnership with Yarram District Health Service and Ramahyuck and District Aboriginal Corporation to deliver the program aims.

The Integrated teams have three aims:

- To divert a significant proportion of families currently reported to Child Protection services to community-based services
- Minimise clients re-reports and the progression of families into the Child Protection system
- Provide an enhanced Family Support capacity for vulnerable families including those who may not come into contact with Child Protection services.

The successful applicant will be required to be child centered within the context of the family and work in the best interests of children and youth, creating conditions for social justice and equity.

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## SCOPE

**Budget:** *nil*

**People:** *nil*

### Relationships:

Internal:

- Uniting employees

External:

- Clients
- Other community service providers as required

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## KEY RESPONSIBILITY AREAS

### Service delivery

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- All Integrated Team staff are employed as generic Family Service Workers and are required to undertake all functions as directed by the Manager of Client Services and the Practice Leader of Client Services
- Participation of Duty roster system for Case Management
- Inform Local communities about what enhances child and youth safety, stability and development within the Best Interest Framework.
- Work within a cultural diversity framework ensuring the needs of all community groups and individuals are understood and met in a sensitive way
- With a Case Management model undertake case work, group work, crisis response, assertive outreach, active engagement, intensive and long term interventions, working with homelessness, children, youth and their families, mediation and respite and a capacity to work with resistant families
- Undertake broad consultation activities with children, youth and their families, services and community members from the Wellington catchments about local needs and the initiatives that would enhance service delivery and youth from pre-birth to 17 years of age and their families.
- Assist families and single people to obtain housing and sustain their tenancy
- Provision of central intake responsibilities: information gathering to assess risk and develop a Best Interest action plan which includes prioritization and appropriate service response.
- Responsibility for the provision of telephone intake and engagement of professional and families via telephone contact and home visits
- Prepare and collate all records and statistics in accordance with the requirements of law, the Department of Human Services and the Health Service Policies and Procedures
- Assist in the general administration of Uniting Gippsland such as working the switchboard at peak times.
- Respect the diverse needs of all community groups and individuals to ensure that their needs are met in an inclusive and sensitive manner.
- Other duties as directed.

## Quality and risk

- Ensure all administrative and reporting requirements of the program are completed and submitted to the relevant organisations within the appropriate timeframe
- Use principles of best practice to provide an innovative and responsive program.
- Maintain current and accurate case notes, records and statistical information.
- Undertake review and evaluation of program and professional practice.
- Participate in agency quality accreditation processes.

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- Conform to and apply relevant requirements of the Law within the workplace.
- Report and participate in any investigation of any incident or occurrence that may constitute a breach of any legal requirement.

**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, founding agency employees and external stakeholders in accordance with Uniting’s values and professional standards of behavior.
- 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 General Manager People and Culture.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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**PERSON SPECIFICATION**

**Qualifications**

- Satisfactory police check, Working with Children Check and Victorian Drivers License.
- University qualifications in social welfare, psychology, Social Work or related discipline or experience in social welfare or related field and a willingness to commence university studies whilst employed in the role will be considered.

**Experience**

- Experience and or knowledge of the provision of intervention/support to children, youth and their families with multiple and complex needs.

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- Demonstrated understanding of relevant risk assessment and need frameworks including Best Interest Framework and Child Development.
- Commitment to collaborative multi-program and agency work practices.
- Cultural awareness and previous experience in working with differences in culture, religion and sexual orientation.
- Demonstrated ability to participate in a multi-skilled learning environment.
- Ability to constructively challenge systematic processes in a professional manner.

**Core selection criteria**

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- **Communication skills:**
  - a) Well-developed interpersonal skills, including a high level of self-awareness.
  - b) Strong written and verbal communication skills.
  - c) Demonstrated ability to relate positively to a large range of people from diverse backgrounds.
  - d) Demonstrated ability to develop creative solutions to issues that arise within the community or workplace using community development principles.
  - e) Demonstrated ability to respond to and resolve conflict within the workplace.
- **Administration skills:**
  - a) Demonstrated ability to use computers efficient including word

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

<b>Employee Name:</b>		<b>Manager Name:</b>	
<b>Date:</b>		<b>Title:</b>	
		<b>Date:</b>	

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<b>Signature:</b>			
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*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.*

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