POSITION DESCRIPTION

Case Manager – Brighter Futures

1. POSITION TITLE
Case Manager Brighter Futures

2. ORGANISATION LOCATION
Taree

3. PERFORMANCE MANAGER
Brighter Futures Team Leader

4. POSITION CATEGORY
SCHADS Award

5. CLASSIFICATION
Level 5

6. POSITION STATUS
Temporary Part Time

7. POSITION SUMMARY
This position will be responsible for the overall case management of a minimum of 12 families for full time workers and 10 families for part time workers within the Brighter Futures Early Intervention Program. This is a child focused role that maximises early childhood principles in ensuring all aspects of a child’s social, emotional, psychological and physical wellbeing are prioritised leading to improved outcomes for each child within their family unit and the wider community.

The role of Case Manager involves conducting a strengths based assessment, developing a family support plan in conjunction with the family, home visiting, initiating parenting programs, coordination of case reviews and case conferences as required and ongoing liaison between all professionals and agencies involved with the family. The focus of this is role is building resilience in families with very young children at risk due to multiple vulnerabilities. (Parental DV, AOD Use, Mental Illness, Intellectual Disability or Significant Learning Difficulties, Lack of Parenting Skills). Many of these children are subject to Risk of Significant Harm (ROSH) reports and at times multiple ROSH reports. The aim of the program is to work towards building a sustainable social structure for each family that maximises outcomes for children, linking with other community support programs to provide ongoing care.

The role requires an awareness of Aboriginal culture and the issues faced by them and people from CALD backgrounds that may impact on parental roles, family and community relationships.

8. PERSONAL ATTRIBUTES / SELECTION CRITERIA

- A commitment to work within the CatholicCare Mission, Vision and Values
- Relevant qualifications in Early Childhood Education, Psychology, Social Work, Social Welfare, or a related discipline or relevant high level experience or capability
- Experience working with Parents and Families with a high commitment to child inclusive practice.
- Sound understanding and experience of early intervention programs and case management for vulnerable families
- Excellent communication and report writing skills and use of multiple Microsoft programs
- Demonstrated interpersonal skills, conflict resolution techniques and negotiation skills
- Demonstrated ability to plan and coordinate multiple tasks
- A proven commitment to quality management, confidentiality and ethical practice
- Demonstrated ability to work within a multi-disciplinary team
9. QUALIFICATIONS/LICENCES

MANDATORY
- Relevant qualifications in Early Childhood Education or Health, Psychology, Social Work, Social Welfare, or a related discipline or relevant high level experience
- Current driver license
- WWCC

DESIRABLE / OPTIONAL
- Commitment to work flexible hours as required for program success
- Senior First Aid Certificate/or willingness to attain one

10. ORGANISATIONAL ENVIRONMENT

CatholicCare Social Services Hunter- Manning is a not for profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include; child and family services, disability support, mental health services, counselling and refugee services. CatholicCare currently operates across six sites in the Hunter-Manning and we are committed to delivering services in line with our three pillars of Unity, Quality and Sustainability

11. MISSION - VISION - VALUES

Our Mission...
CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ’s mission we seek to provide opportunities for people to ‘have life and have it to the full’.

Our Vision...
For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values...
Innovation – we continually challenge ourselves to consider all creative options
Acknowledging – our feelings and actions; we acknowledge our circumstances and choose to respond respectfully; we take responsibility for our behaviour
Learning and improving – we all bring skills and practice knowledge that we share to achieve continuous improvement
Inspiring – we encourage each other to reach our full potential

12. Key Performance Area  |  Key Tasks  |  Performance Indicators
---|---|---
1. Case Management  |  - Assess families for eligibility and suitability to the program  
- Provide intensive case management for families' subject to ROSH reports.  
- Referral to alternative agencies if unsuitable for the program  
- Deliver strengths based assessment to families to  |  - Family eligibility and suitability is determined  
- Triage of family takes place to determine priority  
- Referral to other agencies occurs where required  
- Strengths based assessment is conducted and is reviewed at least 6 monthly  
- Strengths based case plan is developed and is reviewed at least

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Issue Date : 4th April 2016  |  Review Date: 30th September 2016  |  Document Owner: Human Resources Manager
| Identify strengths and vulnerabilities within 28 days |
| Developing a strengths based case plan with each family focused on the wellbeing of each child in the family |
| Coordinate Case Conferences with relevant parties |
| Conduct home visits as required |
| Referring to Parenting Programs, Home Visitor, Case Worker and Child Care to meet the individual needs of the family and liaising with workers in regards to outcomes |
| Coordinate regular (at minimum 6 monthly) case reviews |
| Maintaining accurate and comprehensive case files that meet both legislative and organisational requirements |
| Ensure remote clients are not disadvantaged & have priority where other community services are lacking |
| 6 monthly |
| Case Conferences occur with relevant parties after initial case plan and then at reviews or when changes or issues arise |
| Home Visiting Plan is established, monitored and occurs |
| Parenting Program is established, monitored and occurs |
| Case Work is established, monitored and occurs |
| Child Care is accessed, monitored and occurs |
| Case files are maintained and accurate |
| Rural and remote clients receive services that match or are greater than those within accessible reach of services |

| Evidence Based Practice, Research, Education and training |
| Conduct Brighter Futures Evaluation with participating families |
| Refer to current evidence based research when evaluating professional practice in self and others |
| Source, promote and attend training & education that promotes early childhood welfare, development, health, wellbeing and core program vulnerabilities. |
| Attend any FACS training identified |
| Demonstrate practice & planning that endorses early childhood principles and child safety and wellbeing. |
| Evaluation surveys are used appropriately with parental consent and involvement in comparing progress. |
| Can articulate discussion on current EBP & research |
| Promotes EBP at staff meetings and partner forums |
| Attendance at training & development/seminars is recorded |
| Early childhood development, play, health and wellbeing is observed as being promoted across all families and staff |
| Attends child protection training |
| 3. Record keeping and reporting | • Maintain confidential, high quality records in relation to participant information.  
• Collate information as required for reporting to funding bodies and CatholicCare management.  
• Follow policy and procedure regarding document management and file archiving  
• Maintain quality records in relation to case management support/case work  
• Monitor and evaluate home visiting, parenting, childcare & partner service delivery and relationships  
• Records are maintained and contain high quality information relating to clients and their participation in the Brighter Futures program  
• Confidentiality is observed in all aspects of reporting and filing process, records are filed according to policy  
• Brighter Futures programs are evaluated  
• Policy and procedures are followed in relation to document management and archiving  
• Case management records are maintained and contain high quality information relating to clients and partners |
| 4. Stakeholder relationships, promotion and business development | • Promote relationships with stakeholders and partners maintaining cultural sensitivity  
• Established and maintain networks/partnerships with key agencies and other relevant stakeholders  
• CatholicCare is represented and promoted within the community as a quality provider of service  
• Attend relevant interagency meetings  
• Partnerships are created and well supported  
• Community profile is enhanced and visible  
• Promotional & educational materials developed in line with organisational protocols & cultural sensitivity  
• Stakeholder relationships maintained and productive – positive feedback received  
• Interagency networking is evidenced  |
| 5. WHS, Policy development, implementation & quality improvement | • Observes and promotes sound WHS practice both on and during off site activities/groups  
• Participate in the review, development and implementation of service specific policies  
• Opportunities for quality improvement are explored and implemented where appropriate  
• WHS hazards are reported, policies followed  
• Program delivery at all sites adheres to WHS standards and is promoted to clients  
• Policies are developed and reviewed for specific parenting program and clear communication  
• Quality improvement activity occurs and is reported upon at team meetings |
| 6. Team membership & Personal Practice Responsibilities | • Attend and participate in team meetings, case reviews and allocation meetings  
• Prepare and deliver service and progress reports to relevant staff, Team Leader  
• Program progression, interagency activity, training, achievements and challenges are reported on  
• Harmonious working relationships within the team and with partner’s/stakeholders is achieved  
• Decision making is ethical and values based |
7. Personal Qualities

- Demonstrate organisation Mission vision and Values in work and communication with others.
- Seek to build community relationships that enhance the capacity of the organisation to meet the needs of clients we serve.
- CatholicCare MVV are understood and observed in work and communication
- Networking and collaboration occurs with local parish, school principals and other Christian and value based agencies within service catchment area where relevant to program delivery
- Own professional practice and currency of knowledge is maintained and appropriate
- Child protection issues are addressed appropriately
- Positive participation in own appraisal occurs

13. KEY RELATIONSHIPS & COMMUNICATIONS

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<thead>
<tr>
<th>RELATIONSHIP</th>
<th>PURPOSE &amp; FREQUENCY</th>
</tr>
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<tbody>
<tr>
<td>1. Early Intervention Operations Manager</td>
<td>Daily for issues that arise/ Key issues reporting</td>
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<tr>
<td>2. Brighter Futures Team Leader and team members</td>
<td>Daily for issues that arise – supporting and reporting, Monthly supervision</td>
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<tr>
<td>3. Partner Agencies</td>
<td>As required for successful coordination, referral and communication of the Brighter Futures program</td>
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<tr>
<td>4. Other Stakeholders</td>
<td>As required for successful coordination, referral and communication of the Brighter Futures program</td>
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<tr>
<td>4. Office Manager/Admin</td>
<td>Stationery and consumable purchases; WHS</td>
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14. SIGNIFICANT CHALLENGES

<table>
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<tr>
<th>What?</th>
<th>Why?</th>
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<tr>
<td>1. Working in a program within an established multidisciplinary team with high level of activity and who are often dealing with issues that are sensitive</td>
<td>• Issues arise on a day to day basis that can be distressing and also cause re-juggling of priorities – maintaining a calm and harmonious working environment is a priority</td>
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<td>2. Meeting competing priorities and demanding work environment with competing priorities</td>
<td>• Working with vulnerable families can sometime be stressful and demanding. Other demands can sometimes distract from core role, environment can be busy and demanding.</td>
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15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

REMUNERATION

Remuneration will normally consist of:

Base Salary, plus,
9.5% Superannuation

Remuneration packages may vary. Some packages may also include:

Mobile Phone
Laptop

All eligible employees have the option to salary sacrifice base salary for $15,898.

16. LEGISLATION & CATHOLIC CARE POLICY

Staff must:

▪ Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager;
▪ take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations;
▪ not take advantage of their role in CatholicCare for personal gain;
▪ take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and,
▪ Only make decisions within their delegated responsibilities.

17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

▪ Display a commitment to the Mission, Vision & Values of CatholicCare
▪ Display respect for themselves and their colleagues
▪ Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
▪ Deal with residents/clients in a correct manner
▪ Attend staff meetings and compulsory education when required
▪ Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / clients.
18. ORGANISATIONAL CHART - Main functional links (unbroken) and main relational links (dotted)

Director

Operations Manager Early Intervention

Integrated Domestic and Family Violence Strategy – Case Manager

Brighter Futures Team Leader

Restorations

EIPP

SINERGIE

Parenting Hub

Case manager x 4

19. ACCEPTANCE

EMPLOYEE SIGNATURE: EMPLOYEE NAME: DATE: