

# **POSITION DESCRIPTION**

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| **1. POSITION TITLE**Care Team Manager – Permanency Support Program  | **2. POSITION LOCATION**Maitland  | **3. DIRECT MANAGER**Operations Manager – Permanency Support Program  |
| **4. SERVICE AREA**Permanency Support Program  | **5. CLASSIFICATION**SCHADS Level 7  | **6. POSITION STATUS**Permanent Full-time  |
| **7. POSITION SUMMARY**  |
| In October 2017 the new Permanency Support Program was launched to replace the previous Out of Home Care.  This sector wide redirect our focus to one that is centred on safety, permanency and wellbeing for children, young people and their families and kin. The changes aim to give every child and young person the chance to have a loving, permanent home for life, whether that be with his or her parents, extended family or kin, or through open adoption or guardianship. There is an acknowledgement that there will be a need for some children to remain in long term care due to complex needs and circumstance.The implementation of the Permanency Support Program is one of the most significant changes to the child protection and out-of-home care system in decades and is part of a broader suite of reforms under Their Futures Matter. The Permanency Pathway will be developed and actioned by a multidisciplinary circle of practitioners, therapeutic specialists, birth parents, carers and the child/young person. The various roles within the circle will cover Care Team Coordinator, Permanency Planner, Early Intervention Practitioner, Cultural Care Planner/Life Story worker, Carer Engagement, Care Team Support Worker and Therapeutic Specialist. The Team Manager will manage and provide direction for the multi – disciplinary team in the delivery of therapeutic, sustainable outcomes for children and young people in the program. They will lead the team through a significant period of change and work closely with the Operations Manager, Program Development Manager and the PSP Implementation Manager. |

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| **8. PERSONAL ATTRIBUTES / SELECTION CRITERIA** |
| **Essential** * A commitment to the Vision, Mission and Values to our organisation.
* Degree qualifications (or working towards) in social work/social science/psychology/related field or significant experience working in social services with a commitment to acquiring the required degree qualifications.
* Demonstrated ability to manage a multi-disciplinary team and provide leadership during periods of significant change to foster resilience and positivity.
* Ability to problem solve, make decisions in a timely manner, think outside the square and a willingness to promote and implement new and innovative ways of working.
* Highly developed time management and reflective practice skills.
* Strong interpersonal skills and a demonstrated ability to build relationships with internal and external stakeholders.
* Demonstrated understanding of Child Protection systems and legal processes, and ability to provide advice on relevant legislation, policies and standards relating to the Permanency Support Program.
* Casework experience in Child Protection, OOHC or PSP including the use of data platforms.
* Experience in overseeing a complex program with financial accountability and government reporting.
* Sound understanding of child development, trauma and attachment theory.
* Willingness to work outside of business hours as reasonably required.
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| **9. CHECKS/ LICENCES** |
| * Working with Children Check
* National Criminal History Check
* Current Drivers Licence
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| **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 a range of [child and family services](http://www.catholiccare.org.au/social-services/child-family-services.aspx), [youth services](http://www.catholiccare.org.au/social-services/youth-services.aspx), [disability, community services](http://www.catholiccare.org.au/social-services/disability-community-services.aspx), mental health and Permanency Support Programs. All staffs are required to work within the ethos of the Catholic Church. |

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| **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****Respect – We show consideration for ourselves and others, whilst recognising each other’s differences* *Justice – We believe in, actively seek and encourage, equality for all**Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.* *Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement* *Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.* |

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| **12. PERFORMANCE** |
| **Key Performance Area** | **Key Tasks** | **Performance Indicators** |
| 1. Daily Operations
 | * Ensure all children in care are safe and that child protection issues are addressed according to statutory and organisation policies.
* Ensure all case management processes are followed and that all the domains of children’s wellbeing are addressed and Permanency Pathways are identified in a timely manner.
* Ensure the systems that are in place to meet legislative guideline and statutory requirement pertaining to PSP are met.
* Work in conjunction with the Placement & Recruitment team to ensure new placements are made according to best practice principles, policies and procedures.
* Participate in the Carer Review processes and their completion according to legislative requirements.
* Authorise financial payments according to delegated financial responsibility.
 | * Child protection issues are reported in a timely manner and staff are able to identify child protection issues.
* Casework plans are current and goals are achieved with timelines. New PSP case management principles are followed and no abatements are being incurred.
* Hub Workflow processes and procedures are followed according to time lines.
* New placements are smoothly transitioned and all workflow processes are followed.
* Hub workflow processes are followed in relation to reviews.
* Authorised payments remain within delegation.
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| 1. Management and leadership of multi-disciplinary team through significant change.
 | * Provide monthly operational supervision for up to 9 staff members.
* In conjunction with Case Coordinators convene regular Care team circle of support meetings reflective of the individual children’s care requirements for each child in care.
* Convene and chair fortnightly (minimum) staff meetings of local PSP team.
* In conjunction with the Ops Manager and other managers, lead and support of the team through significant changes related to the PSP and the new CTARS system.
* Support staff, families and carers to shift towards a more therapeutic way of operating under the role inline with the ARC model.
* Manage changes to case plan goal and financial plans within budget for allocated children and young people.
* Ensuring reporting requirements are met with internal and external stakeholders to avoid abatements.
 | * Monthly supervision sessions conducted and are recorded. Annual staff appraisals are conducted.
* Regular care team meetings are held and minuted; tasks are designated to particular people in the circle.
* Regular staff meetings are held with outcomes minuted and attendance levels are high.
* Staff demonstrate understanding of the sector and organisational changes and have access to necessary information.
* CTARS is embraced and promoted.
* Circles of care teams, the wider organisational structure and other stake holders are operating under the ARC training model.
* Financial abatements are monitored and strategies are in place to ensure abatements are minimised.
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| 1. Networking and stakeholder engagement.
 | * Develop collaborative links with a range of government and non government organisations to enhance service delivery.
 | * Number of MOUs increase
* Relationships with key stakeholders are solid.
* Catholiccare is represented at interagency meetings and the profile continues to grow.
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| 1. Planning, Quality Improvement and Business Development
 | * Participate in organisational planning.
* Participate in quality management improvement processes including auditing.
 | * CatholicCare is sustainable.
* Quality Management continues to improve.
* Audits are compliant.
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| 1. General
 | * Abide by all Catholic Care and Diocesan policies and procedures.
* Mandatory reporting legislation and Diocesan Child Protection Policy and guidelines are adhered to.
* Participate in organisational events, development and strategic planning activities.
* Participate in internal and external meetings in a manner which contributes to the positive development of the program.
* Provide information on program services and community supports as required.
* Actively engage in professional supervision, performance planning and professional development opportunities.
* Utilise self-care strategies.
* Maintain own professional practice & awareness of current research in practice.
* Maintain up-to-date knowledge of, and promote, WHS best practice as per legislation, policies and procedures.
* Other duties within the scope of the position that may be assigned from time to time.
 | * Interpersonal communications and professional behaviour reflect organisational expectations as per the Code of Behaviour and Practice First Principles.
* Information is provided to relevant bodies regarding children at risk in a timely manner.
* Relevant meetings and events attended.
* Displays a positive working relationship with colleagues.
* WHS best practice is promoted in the workplace
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| **13. KEY RELATIONSHIPS & COMMUNICATION** |
| **RELATIONSHIP** | **PURPOSE & FREQUENCY** |
| Caseworkers and clinicians | Daily to provide support and direction in the provision of service under the Permanency Support model. |
| Operations Manager Permanency Support | Daily to receive support and supervision in the provision.  |
| Carers and external stakeholders | Regular contact to deliver outcomes for children in care. |
| Program Development Manager | Regular contact to liaise regarding program development needs. |
| Implementation Manager Permanency Support | Regular contact (short term) during the implementation of the Permanency Support Program. |

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| **14. SIGNIFICANT CHALLENGES** |
| **What?** | **Why?** |
| 1. Leading a team to maintain quality service provision in an environment of high workloads, challenging relationships and practical and emotional stressors.  | * The nature of working with traumatised and grieving children and subsequent challenging behaviour creates challenges for carers and caseworkers.
* Working with Family & Community Services and carers can be difficult if there are differing opinions about required action.
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| 2. Change Management  | * This program is undergoing significant change and growth both within the sector and internally.
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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. |
| **16. LEGISLATION & CATHOLIC CARE POLICY** |
| **Occupants 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;
* Have a current drivers licence;
* 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.
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| **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.
* Work with residents/People We Support in line with relevant legislation.
* 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 / People We Support.
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| **18. ORGANISATIONAL CHART** |
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| **Position Description last reviewed:** | 15/10/2018 | **Next review due:** | 15/11/2019 |