

POSITION DESCRIPTION

1. POSITION TITLE Casework Coordinator , Permanency Support Program	2. POSITION LOCATION Mayfield	3. DIRECT MANAGER Care Team Manager, Permanency Support Program
4. SERVICE AREA Permanency Support Program (PSP)	5. CLASSIFICATION SCHADS Level 5	6. POSITION STATUS Permanent Full-Time or Part-Time
7. POSITION SUMMARY		
<p>In October 2017 the new Permanency Support Program was launched to replace the previous Out of Home Care. This sector wide change redirected 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.</p> <p>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, clinicians/therapeutic specialists, birth parents, carers and the child/young person. The various roles within the circle will cover Care Team Coordinator, Permanency Planner, Parenting Partner, Life Story & Cultural Planner, Carer Engagement Facilitator, Care Team Support Worker and Therapeutic Specialist.</p> <p>The Casework Co-ordinator is responsible for ensuring the implementation of the therapeutic Care team intensive wraparound approach to achieve lasting permanent outcomes for children & young people in the Permanency Support Program. The role will ensure supports are well matched to improve health, education, wellbeing & quality of life outcomes, whilst maintaining safe positive relationships with their family & participation in culture & community.</p>		
8. PERSONAL ATTRIBUTES / SELECTION CRITERIA		
<p>Essential</p> <ul style="list-style-type: none"> Proven capacity to refer to and work within relevant legislation, workplace policies, and standards relating to PSP with professional experience in casework, OOHC, or child protection. 		

- Demonstrated knowledge of strength based family centred practice, child development, trauma and attachment theory.
- Direct experience in collaboration and commitment to a team work approach.
- Experience working with children/young people, parents/carers and families with a high commitment to child inclusive practice and best practice case work principles.
- Ability to build strong working relationships and motivate others to progress the most appropriate permanency option in a timely manner.
- Experience in conducting articulate assessments and report writing for Court.
- Evidenced capacity to ensure all data, records and case plans are conducted and maintained according to set timeframes and quality standards.
- Proven commitment to work flexible hours as required for program success, including On Call roster.

Desirable

- Experience working with people from a CALD and ATSI background.
- Ability to establish and maintain links with external service providers.

9. QUALIFICATIONS / LICENCES

- Qualification in Social Welfare, Social Work, Psychology or a related field, preferably at degree level (working towards) or extensive experience working with vulnerable families.
- Current driver licence and use of own vehicle with comprehensive car insurance.
- Current paid Working with Children Check
- Willingness to undertake & maintain National Criminal check with agency.

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, youth and mental health services and a Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

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.

12. PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
<p>Co-ordinate wrap around therapeutic case management to promote permanency outcomes for children in the PSP.</p>	<ul style="list-style-type: none"> • Ensure culturally appropriate care for children & young people of ATSI and CALD backgrounds. • Promote & document active participation & rights of children & young people. • Consult with all stakeholders to determine the most appropriate child focused permanency pathway of restoration, guardianship or adoption. • In consultation with all stakeholders develop, Implement and review time lined strengths based case plans to achieve permanency goals. • Ensure ongoing assessment & monitoring of the viability of the identified permanency pathway including sustainability, safety and family connection. • Ensure children safety develop & maintain relationships with family. • Organise effective Therapeutic assessment & support for child & family. • Provide services across the continuum of care or 	<ul style="list-style-type: none"> • Reflective practice sessions demonstrate a consultative & collaborative approach is facilitated across the multidisciplinary Care team. • Children & young people are provided with Charter of Rights and their feedback & input is documented. • Care Team meeting delegated actions are completed. • Children/ young people's permanency needs are identified within the Care Team and wider support network. • Workflow process are followed and fully documented through any permanency pathway. • Home visits and child interactions promote & track safety & wellbeing.

	<p>develop partnerships to ensure ongoing wrap around support is provided to child and their family.</p> <ul style="list-style-type: none"> • Assist children with a disability to access NDIS. • Support carers to ensure children are provided a safe, nurturing, predictable, homelike environment. 	
Record keeping and reporting	<ul style="list-style-type: none"> • Maintain accurate and comprehensive case files that meet accreditation, legislative and organisational requirements, permanent placement principle, best practice principle and NSW Therapeutic Care Framework. • Request information as required according to principles of Section 16A. • Collate information as required for reporting to funding bodies and CatholicCare management and court. 	<ul style="list-style-type: none"> • Case management records are maintained and contain high quality information relating to clients and stakeholders and comply with organisational procedures, current legislation and best practice principles • Audits will be compliant. • Reports are provided in a timely manner • Attend legal proceeding and give evidence in Court as required.
Participate and contribute to the team and organisational structure	<ul style="list-style-type: none"> • Attend and participate in all team meetings, staff development & training, organisational events & external meetings where appropriate. • Take responsibility for giving and receiving feedback within various team settings. • Contribute to team building and cohesion. 	<ul style="list-style-type: none"> • Team meetings and staff development workshops are attended and information is relayed back to the wider team. • Interagency and other stakeholder meetings are attended • Active participation in reflective practice and educational sessions is evidenced. • Evidence of positive contribution to team is noted by Manager.
Confidentiality	<ul style="list-style-type: none"> • Maintain absolute confidentiality at all times in relation to the clients and the operation of the service. 	<ul style="list-style-type: none"> • Confidentiality is maintained in regards to clients, staff and service operations.
General	<ul style="list-style-type: none"> • Abide by all CatholicCare and Diocesan policies and procedures, including mandatory reporting 	<ul style="list-style-type: none"> • Information is provided to relevant bodies regarding children at risk in a timely manner, policies and procedures and Code of Conduct are adhered to.

	<p>legislation and Diocesan Child Protection Policy.</p> <ul style="list-style-type: none"> • Actively engage in operational supervision. • 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. 	<ul style="list-style-type: none"> • Evidence of active participation in monthly operational supervision. • WHS best practice is promoted in the workplace and in carer homes. • Evidence of other duties is available.
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13. Key Relationships & Communications

1. Operations Manager, Permanency Support Program	As required for issues that arise that cannot be resolved by line Manager/ Key Issues reporting.
2. Care Team Manager, Permanency Support Program	Frequently for progress updates regarding case management within the Permanency Support Program. Line management purposes such as direct supervision and support.
3. Permanency Support Program Care Teams	Work in consultation and collaboration to achieve successful permanency goals for children/young people.
4. Partner Agencies	As required for successful coordination, referral and communication
5. Other Stakeholders	As required for successful coordination, referral and communication
6. Finance & Administration	As required. Signing on and off, stationery and consumable purchases, WHS, payments/reimbursements.

14. SIGNIFICANT CHALLENGES

What?	Why?
Working as part of a multidisciplinary team with a high level of activity and dealing with issues that are sensitive and life changing	Care team stakeholders may have a range of differing views that require patience and collaboration to bring about the best possible outcome for the child or young person.
Meeting competing priorities and deadlines in a high activity and demanding work environment with competing priorities	Working with vulnerable and complex families can sometime be stressful and demanding. A range of demands can sometimes distract from core role.

Change Management	CatholicCare PSP will undergo significant changes, to meet new challenges and be responsive to government policy direction. This may require fresh and innovative approaches to service delivery.
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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:

- Motor Vehicle
- Mobile Phone
- Laptop

All eligible employees have the option to salary sacrifice base salary for tax free benefits.

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.

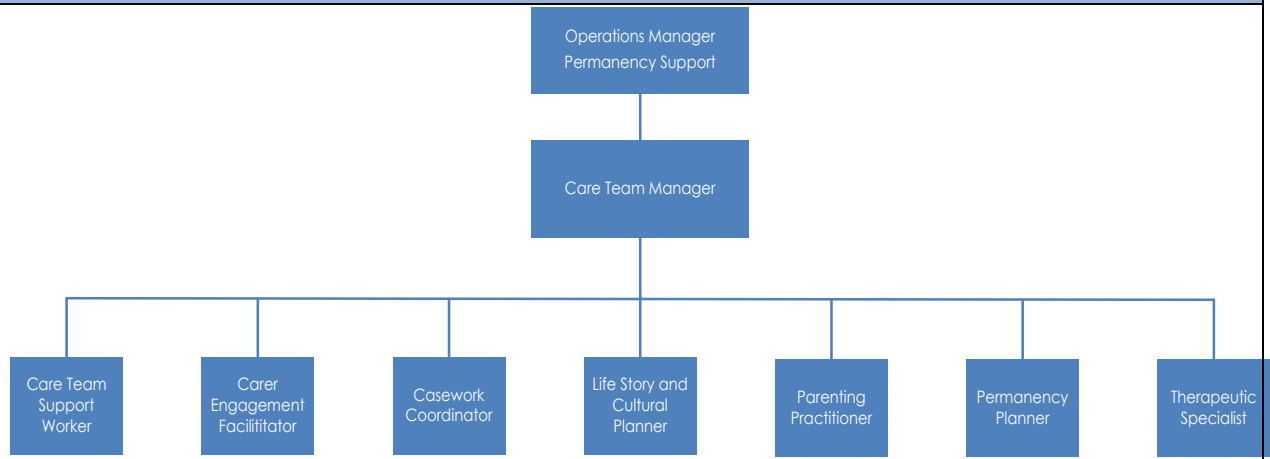
17. EXPECTED EMPLOYEE BEHAVIOUR

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

18. ORGANISATIONAL CHART



Position Description last reviewed:	1/5/2018	Next review due:	1/11/2018
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