

POSITION DESCRIPTION

1. POSITION TITLE Aftercare Case Manager	2. POSITION LOCATION Mayfield	3. DIRECT MANAGER Young Adult Services Team Manager
4. SERVICE AREA Young Adult Services	5. CLASSIFICATION SCHADS Grade 5	6. POSITION STATUS Part time 0.8 FTE
7. POSITION SUMMARY		
<p>The primary function of Aftercare program is to support the most vulnerable care leavers aged 18 to 24 to achieve a successful transition to adulthood through case management/coordination and supported access to universal services. The service is funded by the Department of Communities and Justice (DCJ) and aims to assist those young people leaving care who do not have strong family or friendship networks or adult mentors. Aftercare services may also have a role in preparing a young person under 18 for leaving care in special circumstances. Young People who have been in statutory care with any PSP provider for a minimum of 12 months aged 18 – 24 can access the AfterCare Program. The AfterCare Case Manager can support up to 40 young people in the program.</p>		
8. PERSONAL ATTRIBUTES / SELECTION CRITERIA		
<p>Essential</p> <ul style="list-style-type: none"> • A commitment to the Vision, Mission and Values of our organisation. • Demonstrated knowledge of and capacity to work within relevant Aftercare and PSP guidelines, workplace policies and procedures and standards. • Excellent understanding of the needs and complexities of the most vulnerable young people within the statutory system and those who have exited from the system at 18. • An articulated understanding of how trauma impacts people potentially resulting in dysregulated behaviour. • Demonstrated ability and skills when responding to dysregulated behaviour and to deescalate intensifying situations either fact to face or on the phone. • Experience in providing Case Management and demonstrated knowledge of Case Management practice. • Demonstrated time management and reflective practice skills. • Demonstrated high level written and verbal communication skills and proficient computer literacy. • Demonstrated networking skills. • Willingness to work outside of business hours. 		
9. QUALIFICATIONS / LICENCES		

- Tertiary qualifications (degree) in the social work, psychology or behavioural sciences or a related discipline or working towards
- Working with Children Check
- Current drivers licence and use of own vehicle with comprehensive car insurance

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, Counselling, Community Services and Out of Home Care (Adoptions and Foster care) services.

11. MISSION – VISION – VALUES

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 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 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
1. Provision of Case Management and case coordination services to most vulnerable young people on the cusp of leaving statutory care – or who have already left and are under 25 years of age.	<ul style="list-style-type: none"> • Establish and maintain referral pathways and networks. • Ensure eligibility of the young person referred into the aftercare program. • Ensure a young person's needs are being met according to the Key life domains noted in the funding agreement and as 	<ul style="list-style-type: none"> • Referral pathways are established, and workflows are documented. • Evidence of eligibility is established, and appropriate intake process are being followed • Evidence of current, well documented Case plans are developed for all young people in the program.

	<p>evidenced by a current Case Plan.</p> <ul style="list-style-type: none"> • Support young person to secure viable and sustainable housing by referring to support services and programs such as Rent Choice Youth, Compass Housing and other Community Housing Programs. • Build capacity for independence in young people within their social and family environments • Ensure young people are supported to enter and/or sustain education and employment. • Ensure young people are supported to access appropriate health services and become educated about positive health and self-care strategies. • Ensure that young people from Aboriginal and CALD backgrounds have access to cultural plans and connection with community. • Maintain regular contact with young people and other relevant parties to promote the young person's safety, welfare and wellbeing as per CatholicCare policies and practice guides. • Maintain accurate, up to date client focussed records of all interactions and progress in accordance with CatholicCare workplace policies and Children's Guardian guidelines. • Arrange, facilitate and participate in relevant meetings with stakeholders. • Work collaboratively with DCJ according to Legislation, Policy and Service Specifications. 	<ul style="list-style-type: none"> • Case plans are regularly reviewed and evidence of goals achieved. • Evidence of young person participation in process. • Evidence of secured, affordable and sustainable housing • Decline in homelessness stats and referrals into crisis accommodation • Ongoing engagement and timely reporting for Rent Choice Youth to ensure young people are being supported for the full duration of the three years program. • Evidence of increased connection to family, friends and community. • Evidence that young people are participating in meaningful work or education. • Evidence that all health domains including mental and sexual health are being met. • Evidence that cultural and personal identity is being nurtured. • Case notes evidence that regular contact is occurring with the young person and review of case and financial goals is also evidenced. • Accurate in date case notes and case plans can be evidenced. • Stakeholders and young people provide primarily positive feedback.
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	<ul style="list-style-type: none"> Model effective communication and conflict resolution skills. 	<ul style="list-style-type: none"> Updates provided to DCJ as required. Evidence of resolution of conflict.
2. The Aftercare program has a good connection to the range of services available to young vulnerable people who are on the cusp of leaving care.	<ul style="list-style-type: none"> Developing and promoting young adult's capacity to set their own goals and access necessary resources. Source suitable support services and strategies for ongoing wellbeing. Promote healthy and safe life choices and advocate on behalf of young people as required. 	<ul style="list-style-type: none"> Young adult is supported to access external services. Evidence of Young Adults accessing support services. Evidence that Young Adults are thriving in community and their personal life.
3. General	<ul style="list-style-type: none"> Abide by all CatholicCare and Diocesan policies and procedures. Mandatory reporting legislation and Diocesan Child Protection Policy and guidelines are adhered to. Actively engage in professional supervision, individual work programming, performance planning and professional development opportunities. 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"> Interpersonal communications and professional behaviour reflect organisational expectations as per the Code of Behaviour. Information is provided to relevant bodies regarding children at risk in a timely manner. Relevant meetings and events attended. Evidence of regular participation in supervision, appraisals and professional development opportunities identified. WHS best practice is promoted in the workplace.

13. Key Relationships & Communications

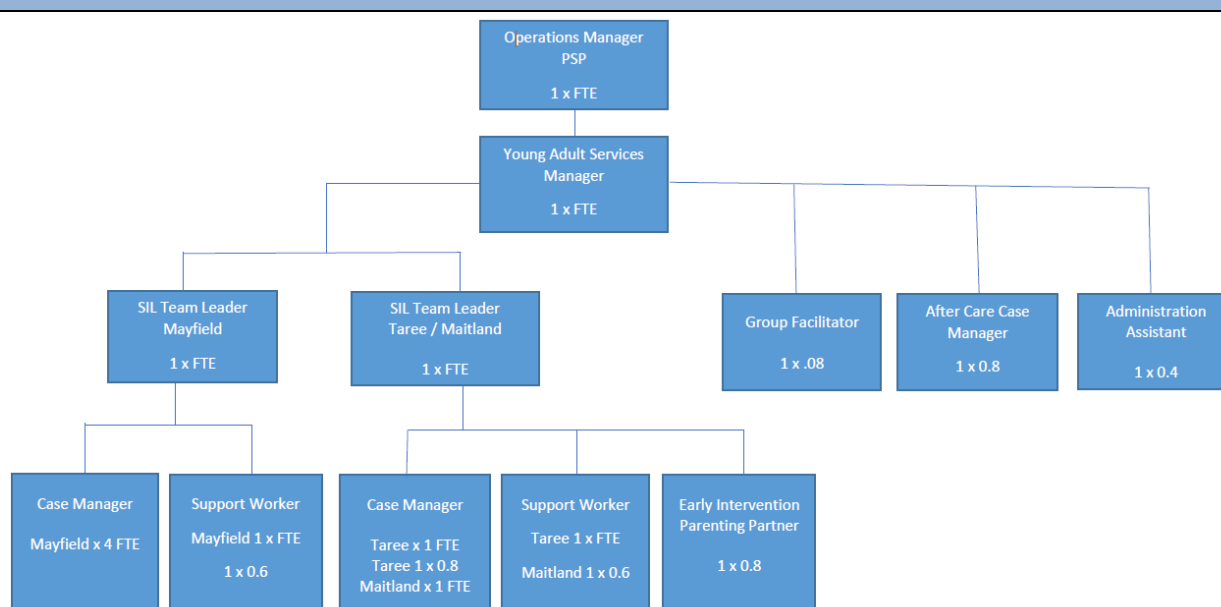
1. YAS Manager	Frequently for supervision and day to day operations of the Aftercare service.
2. Referral sources - other NGOs and DCJ.	Often for referrals into the program and to establish and maintain referral criteria.
3. Young adults who have exited care.	Frequently as the primary service users.

4. Other Aftercare providers in NSW.	Regularly to discuss changes to the program and commonly identified issues.
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14. SIGNIFICANT CHALLENGES

What?	Why?
Moving away from a support to a case management model of service delivery.	Moving to a case management model of operation requires a rethink of the way services are offered.
Working with the most disadvantaged young people leaving care	The program is now specifically funded to work closely with the most disadvantaged and traumatised young people exiting care (or who have previously exited) and this requires a more therapeutic and holistic way of with young people. Current PSP providers are expected to continue to offer support to young people who have exited their care up until they are 25 years old.

16. ORGANISATIONAL CHART



17. 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.

18. 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 driver 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.

19. 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.

Position Description last reviewed:	26/08/2020	Next review due:	26/08/2021
Employee Name:		Employee Signature:	
Date:			