

POSITION DESCRIPTION

1. POSITION Case Manager - SIL	2. POSITION LOCATION Mayfield, Maitland, Taree and other CatholicCare locations	3. DIRECT MANAGER Team Leader - SIL
4. SERVICE AREA Supported Independent Living Program	5. CLASSIFICATION SCHADS Level 5	6. POSITION STATUS Permanent – Full Time
7. POSITION SUMMARY		
<p>The Support Independent Living (SIL) program provides a transitional service for young people moving from statutory care into independent living and adulthood. The Case Manager position is responsible for providing practical and emotional support for young people aged 16 – 20. The role ensures that 2-year plans are formulated (and regularly reviewed) in consultation with the young person and their community of supports while also meeting all statutory requirements.</p> <p>There is a focus on supporting and encouraging young people to participate in daily living skills activities and competency-based programs which will empower them to live independently and assist them to identify and move closer towards their aspirations.</p> <p>The role involves developing strong working relationships with young people, strong working relationships within community and expanding the network of supports via different strategies including family finding and family group conferencing. There is a major administrative aspect to this role requiring completion of accurate, timely and well written Case Notes, Leaving Care Plans and Aftercare Plans. The position requires well developed communication and computer skills.</p>		
8. PERSONAL ATTRIBUTES / SELECTION CRITERIA		
<p>Essential</p> <ul style="list-style-type: none"> • A commitment to the Vision, Mission and Values of CatholicCare. • An understanding of the impact of disadvantage on individuals, families and communities. • A demonstrated understanding of the NSW Permanency Support Program and the findings of the Tune Report that lead to its introduction. • A thorough understanding of the aims of the SIL program and how it can support the Permanency Support Program. • Ability to support, empower and enable young people to become independent and the best version of themselves. • Very well-developed verbal and written communication skills and interpersonal skills • Computer literacy with the ability to use and reference internal computer systems (e.g. hub, intranet) and manage multiple data platforms. • A commitment to teamwork approaches and the ability to work independently and proactively. • Demonstrated time management skills. • A demonstrated ability to self-reflect and to engage in and grow from reflective practices sessions. 		

- Excellent skills in implementing strategies that promote emotional and developmental well-being in young people who have experienced complex trauma.
- Willingness to be available for on call roster and rotated weekend or after-hours work.

Desirable

- Knowledge of childhood trauma and development theory and the impacts this has on young people in their adolescent years and beyond.
- Experience working with people from a Culturally & Linguistically Diverse and Aboriginal and Torres Strait Islander background.
- Ability to establish and maintain links with external service providers.
- Experience working with youth who demonstrate challenging behaviour.
- Experience in working from a strengths-based perspective.

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 young people.
- Current driver licence and use of own vehicle (where pre-approved) with comprehensive car insurance.
- Current paid Working with Children Check

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 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
<p>1. Provision of casework and case management within the Supported Independent Living Team</p>	<ul style="list-style-type: none"> • Ensure that all Case Notes, Case Plans, Leaving Care plans, After Care plans and related documentation are reviewed and completed within appropriate timeframes. • Ensure young person's participation and engagement in the program. • Encourage and facilitate positive community interactions to engage and integrate the young person. • Support the young person to identify the need for therapeutic assessments & interventions to sustain mental health and address trauma. • Support the young person to continue to engage in school, other study, work or support allowances. • Support young person to maintain a safe and appropriate relationship with their family and social network. • Provide case management support for young women who are pregnant or who have babies. Teenage pregnancy can increase vulnerabilities in the areas of physical health, sexual health, well-being and child protection. Provide case management support for young men who are fathers or who become fathers in the 	<ul style="list-style-type: none"> • All SIL Leaving Care plans and After Care plans are developed and reviews are in date and progress against goals is noted. • All case notes and case plans are recorded accurately and on time. • Evidence of young person's participation in case planning and setting of goals and aspirations. • Evidence of young person's participation in community activities. • Evidence that young person is linked in with relevant services and that mental health and general wellbeing is well managed. • Evidence that young person remains meaningfully engaged. • Evidence that family time is addressed and supported. Positive connections are maintained and encouraged. • Referral to the parenting partner is made within the first 8 weeks of pregnancy. • Support the Parenting Partner, if requested to attend appointments, during pregnancy and after the birth of the baby.

	<p>program including support in the areas of physical health, sexual health, well-being and child protection</p> <ul style="list-style-type: none"> • Support the young person to engage in mandatory competency-based skills programs that will promote their independent living skills and ensure the sustainability of their tenancy. • Attend internal and external meetings with stakeholders as required to support and advocate for the young person 	<ul style="list-style-type: none"> • Referral to the parenting partner is made and appointments are attended to support the partner (young father). • Young people exit the SIL program having completed mandatory courses. • Young person can maintain their own self-care. • Young people can cook 10 different nutritious meals • Young person can budget and pay all bills. Young person is financially secure when exiting the SIL program. • Young person can maintain a clean house. • Young person understands the responsibilities of their tenancy including being a considerate neighbour.
2. Record keeping and reporting	<ul style="list-style-type: none"> • Maintain accurate and comprehensive case files that meet accreditation, legislative & organisational requirements and include risk management and child protection plans where necessary. 	<ul style="list-style-type: none"> • Case management records are completed and uploaded in a timely manner and contain high quality information relating to clients and stakeholders.
3. General	<ul style="list-style-type: none"> • Attend and participate in all team meetings, staff development & training, organisational events & external meetings where appropriate. • Participate in organisational events, development and strategic planning activities. • Abide by all CatholicCare and Diocesan policies and procedures, including mandatory reporting 	<ul style="list-style-type: none"> • Evidence that Team meetings and staff development workshops are attended. • Evidence of active participation in reflective practice, educational sessions and individual feedback is evidenced. • Evidence of positive contribution to team is noted by Manager. • Information is provided to relevant bodies regarding

	<p>legislation and Diocesan Child Protection Policy.</p> <ul style="list-style-type: none"> • Actively engage in operational supervision. • Participate and contribute in regular reflective practice sessions. • 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. • Maintain own professional practice and awareness of current research in practice. 	<p>children at risk in a timely manner, policies and procedures; Code of Conduct are adhered to.</p> <ul style="list-style-type: none"> • Evidence of active participation in monthly operational supervision. • Evidence that Reflective practice sessions are attended. • 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. SIL Team Leader	Frequently for progress updates regarding case management within the SIL Program. Line management purposes such as direct supervision and support.
1. Other Case Managers in the SIL program.	Frequently for support, information sharing and best practices strategies and philosophies.
2. Young Adult Services Manager	As required for issues that arise that cannot be resolved by Team Leader/ Key Issues reporting.
3. Partner Agencies	As required for successful coordination, referral and communication
4. Other Stakeholders	As required for successful coordination, referral and communication

14. SIGNIFICANT CHALLENGES

What?	Why?
Working with Young People with various complex needs and supporting them to make long life decisions.	Historically, many Young People who have been in the Foster Care System have had multiple changes of placements and as a result are traumatised and experiencing attachment disorders.
Meeting competing priorities and deadlines in a high activity and demanding work environment with competing priorities	Working with vulnerable and complex young people can sometime be stressful and demanding. A range of demands can sometimes distract from core role.

Change Management	CatholicCare is undergoing 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.

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.

Hold 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,

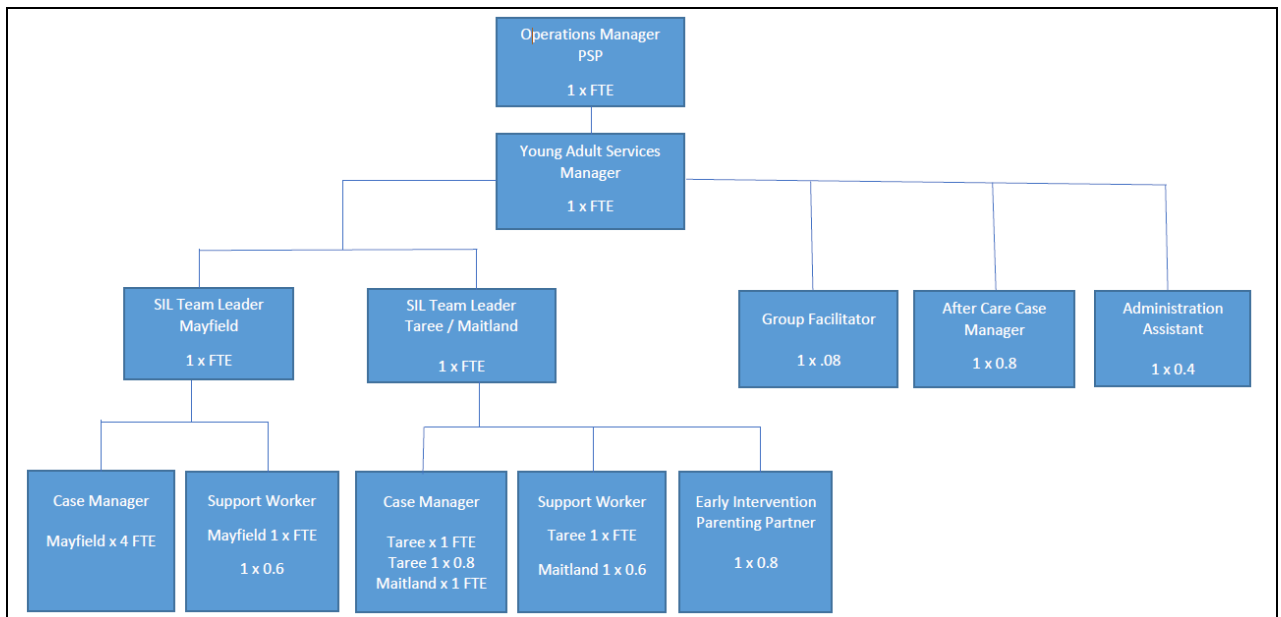
Only make decisions within their delegated responsibilities.

17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Visio, Mission & 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 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 People We Support

18. ORGANISATIONAL CHART



Position Description last reviewed:	26/8/2020	Next review due:	26/8/2021
Occupant Name:		Occupant Signature:	
Date:			