

POSITION DESCRIPTION

1. POSITION TITLE Casework Manager – Permanency Support Program	2. POSITION LOCATION Newcastle, Hunter, Manning Regions	3. PERFORMANCE MANAGER Senior Practice Manager
4. SERVICE AREA Permanency Support Program	5. CLASSIFICATION SCHADS 7	6. POSITION STATUS Permanent Full-time
7. POSITION SUMMARY		
<p>CatholicCare's Permanency Support Program (PSP) focusses on achieving safety and permanency for vulnerable children and young people within a two-year (2) timeframe, by; promoting reunification with their parents, or by supporting an alternative legal pathway i.e., Guardianship or Open Adoption, or by providing long term care with Foster Carers.</p> <p>CatholicCare's PSP Casework Managers, lead and influence casework practice across a Care Team of Child & Family Caseworkers, Carer Support Caseworkers, Reunification Caseworkers and Care Team Support Workers. The work of the Care Team directly supports children, young people, their families and Authorised Carers, (Relative/Kinship and Foster Carers).</p> <p>Casework Managers are responsible for a range of tasks and functions across the PSP continuum. They play a critical role in ensuring our Care Teams adhere to legislation, policy and best practice standards, are child and youth centred, promote family-led and evidence-based decision-making and give respect and dignity in service provision.</p>		
8. ESSENTIAL ATTRIBUTES & ACCOUNTABILITIES		
<ul style="list-style-type: none"> • A commitment to work within the Mission, Vision and Values of CatholicCare. • A working knowledge of the legislation, policies and standards relevant to child protection, statutory out-of-home-care, the PSP and child safe organisations. • Lead and manage a team of Child & Family, Carer Support and Reunification Caseworkers and Care Team Support Workers through effective individual and group supervision to deliver accountable and collaborative casework that respects the culture and context of each child, young person, family and community. • Ensure casework and client recording and reporting compliance through effective review, auditing and feedback mechanisms. • Prepare and review input to applications, submissions and general correspondence on matters impacting the PSP, ensuring responses are accurate and provided within timeframes. • Prepare and review input to court work as required by the NSW Children's Court, District and Supreme Courts, ensuring responses are accurate and provided within timeframes. • Provide authoritative practice through ongoing professional development and collaboration across CatholicCare, and with key partners i.e., The Office of Safeguarding, (OoSg) the NSW Department of Communities and Justice, (DCJ) and the NSW Office of the Children's Guardian, (OCG). 		

- Participate and contribute to a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary, ethical and evidence-based.
- As a member of the management team, contribute to operational and policy issues and change management strategies which support CatholicCare's goals and objectives.
- A demonstrated commitment to work flexible hours and On-Call After Hours to meet the needs of children, young people, their family and Foster Carers.
- Ability to demonstrate and work within the key accountabilities and inherent requirement of this position detailed in Section 12.

9. ESSENTIAL QUALIFICATIONS / LICENCES

- Tertiary qualifications, (or working toward a qualification) in a Social Work, Psychology, Social Science, Welfare, or related discipline with demonstrated commitment to ongoing professional development.
- Diploma of Leadership and Management or willingness to obtain.
- Current driver's licence.

Appointments are subject to reference checks and the following pre-employment checks:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014.
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012.

10. KEY CHALLENGES

- Understanding and responding to differing capabilities across a team of caseworkers and care team support workers, allocating cases and duties appropriately.
- Maintaining a focus on children, young people and their families in situations where their participation in social service programs is involuntary, court ordered, or where there is disagreement with the decisions and actions of the NSW Department of Communities and Justice or CatholicCare Social Services.
- Managing high client demand and making judgements on risk and client allocation in complex and challenging situations where the majority of families and/or children are at significant disadvantage due to factors such as a prior history of trauma, poverty and violence.
- Being sensitive to cultural differences, social complexities and the uniqueness of every family and child while ensuring that children and young people are safe and cared for.

11. KEY RELATIONSHIPS & COMMUNICATION

RELATIONSHIP	PURPOSE & FREQUENCY
1. Senior Practice Manager	<ul style="list-style-type: none"> • Direct supervisor • Practice leader of the program • Seek direction, advice, and support • Provide information and feedback
2. Child & Family, Carer Support and Reunification Caseworkers & Care Team Support Workers	<ul style="list-style-type: none"> • Peers and colleagues • Provide information and advice • Provide an effective and valuable two-way liaison

3. Operations Manager - PSP	<ul style="list-style-type: none"> Overseas business operations, contractual and financial aspects of service delivery across multiple social service programs Provide information and feedback as required
4. Casework Specialists, Therapeutic Specialists, Program Development & Implementation Manager, Program Consultants, Legal Officers	<ul style="list-style-type: none"> Specialist and clinical advice
5. Children, young people & families	<ul style="list-style-type: none"> The main focus for Caseworkers who are working to promote good parenting and providing a safe and stable home
6. Authorised Carers, (Rel/Kin & Foster)	<ul style="list-style-type: none"> Key clients who provide care for children and young people
7. Government & non-government partners	<ul style="list-style-type: none"> Collaborate to provide appropriate services for children young people and families
8. Children's court	<ul style="list-style-type: none"> Court orders, and other legal decisions on children and families are brought before the Children's Court
9. Office of Safeguarding (OoSG)	<ul style="list-style-type: none"> Reporting concerns related to vulnerable people as per the Diocese of Maitland-Newcastle, (DOMN) reporting policies and the employee Code of Conduct

12. PERFORMANCE - COMPETENCE AND CAPABILITIES

The capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's Essential Attributes and Accountabilities.

Area of competence & capability	Indicative Tasks & Behaviours
Decision-making	<ul style="list-style-type: none"> The Casework Manager establishes day to day priorities to manage a team of Caseworkers and Care Team Support Workers and allocation of work. They approve all aspects of case plans for children and young people in PSP and make decisions on complex or controversial cases which may present high risks and/or cases requiring a long-term commitment of resources. The role: Carries a high level of autonomy in setting own priorities, and those of any staff supervised. Maintains a degree of independence to develop a suitable approach in managing the workload, as well as that of supervised staff. Provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects. Determines own actions undertaken, within CatholicCare, government and legislative policies.

	<ul style="list-style-type: none"> • Ensuring quality control in the implementation of own, and any staff supervised, workload. • Ensures recommendations are based on sound evidence, but at times may be required to use their professional judgment under pressure or in the absence of complete information. • As necessary, consults with management on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.
Operations	<ul style="list-style-type: none"> • Prioritise the safety, welfare and wellbeing of children and young people in PSP, assess and resolve child protection and risk of harm concerns according to statutory requirements and organisational policies and procedures. • Ensure compliance with the PSP PCMP, Aboriginal CMP, rules and practice guidance. • Provide individual and group supervision to Caseworkers and Care Team Support Workers. • Develop professional development plans, (PDPs) with Caseworkers and Care Team Support Workers. • Ensure a timely response to performance and practice issues as per organisational policy and direction of the Senior Practice Manager. • Ensure care, case, cultural and financial planning adhere to legislation, policies, procedures and best practice standards. • Ensure carer reviews and carer support and development plans adhere to legislation, policies, procedures and best practice standards. • Conduct casework and case management reviews and audits to ensure compliance with OCG standards and DCJ Ops & Contracting requirements. • Demonstrate fiscal responsibility, review and authorise financial payments according to delegated financial responsibility. • Provide leadership through periods of operational flux, organisational change.
Display resilience & courage	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change. • Give frank and honest feedback/advice. • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively. • Raise and work through challenging issues and seek alternatives. • Keep control of own emotions and stay calm under pressure and in challenging situations.
Act with Integrity	<ul style="list-style-type: none"> • Represent CatholicCare in an honest, ethical and professional way and encourage others to do so. • Demonstrate professionalism to support a culture of integrity within the team/uni.t

	<ul style="list-style-type: none"> • Set an example for others to follow and identify and explain ethical issues. • Ensure that others understand the legislation and policy framework within which they operate. • Act to prevent and report misconduct, illegal and inappropriate behaviour.
Commit to Customer Service	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services. • Understand customer perspectives and ensure responsiveness to their needs. • Identify customer service needs and implement solutions. • Find opportunities to co-operate with internal and external parties to improve outcomes for customers. • Maintain relationships with key customers in area of expertise. • Connect and collaborate with relevant stakeholders within the community.
Work Collaboratively	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment. • Share information and learning across teams. • Acknowledge outcomes which were achieved by effective collaboration. • Engage other teams/units to share information and solve issues and problems jointly. • Support others in challenging situations.
Think & Solve Problems	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Manage & Develop People	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated. • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks. • Develop team capability and recognise and develop potential in people. • Be constructive and build on strengths when giving feedback. • Identify and act on opportunities to provide coaching and mentoring. • Recognise performance issues that need to be addressed and work towards resolution of issues.
Technology	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks. • Apply practical skills in the use of relevant technology.

	<ul style="list-style-type: none"> • Make effective use of records, information and knowledge management functions and systems. • Understand and comply with information and communications security and acceptable use policies. • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.
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13. 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.

14. 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, training and upskilling opportunities some of which may require compulsory attendance.

15. LEGISLATION & CATHOLIC CARE POLICY

Occupants must:

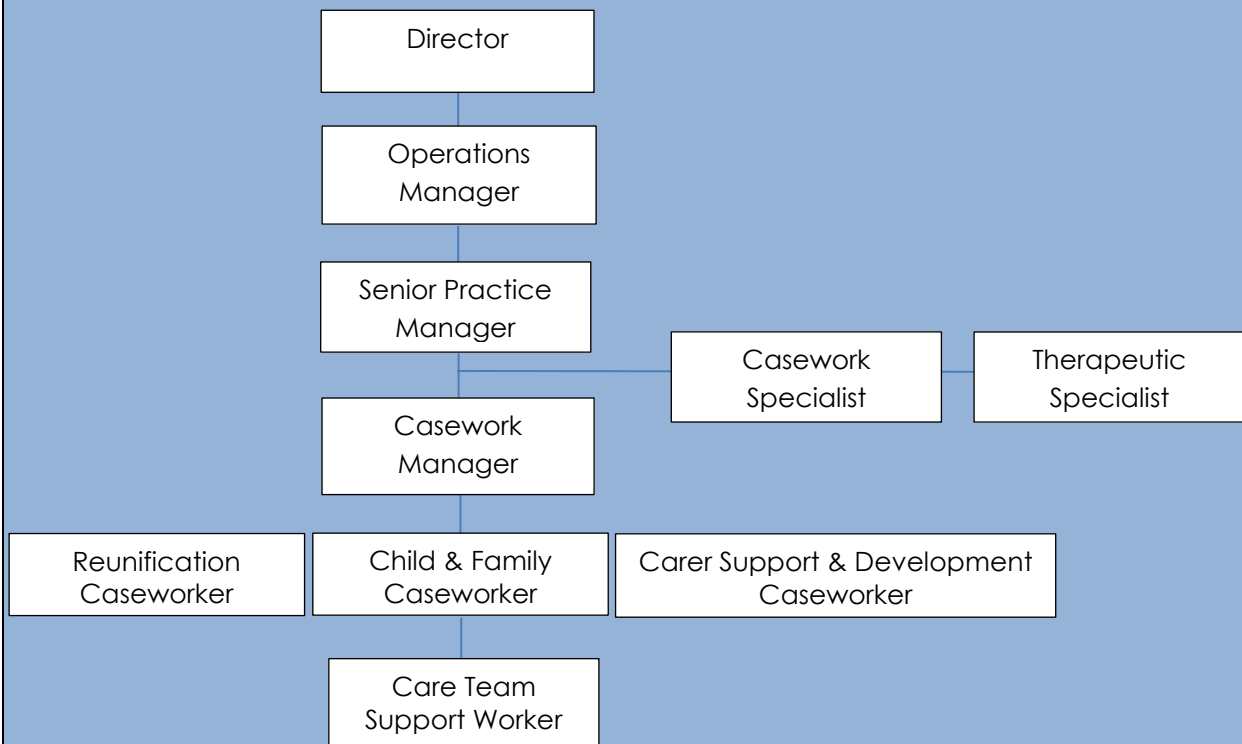
- Abide by the laws and regulations of the Commonwealth of Australia, its States and Territories. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager.
- Take all care and reasonable action to familiarise themselves with Diocese of Maitland-Newcastle, (DOMN) policies and procedures, CatholicCare Social Services policies, practices and procedures, and the employee Code of Conduct to ensure compliance with WH&S laws and regulations.
- Abide by all DOMN policies and procedures, including mandatory reporting legislation, Diocesan Child Protection Policy and the reporting requirements of the Office of Safeguarding.
- Not take advantage of their role and position within CatholicCare for personal gain.
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and visitors to CatholicCare sites.
- Only make operational and financial decisions within their delegated responsibilities.

16. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare.
- Display a commitment to work within the Practice 1st Guiding Principles of CatholicCare.
- Refer to and work within legislation, workplace policies and procedures relevant to child safe organisations and the permanency support program.
- Work with partners and stakeholders in line with legislation, regulation and policy frameworks.
- Develop and maintain professional relationships and boundaries with colleagues, clients and partnering agencies.
- Maintain privacy, confidentiality and exercise discretion when providing services on behalf of CatholicCare, including information sharing and document management concerning colleagues, clients and partnering agencies.
- Model behaviours and language that is respectful and gives dignity to themselves, colleagues, clients, contractors and visitors to CatholicCare sites.
- Attend workplace meetings, Group Supervision, Individual Supervision and mandatory Education, Training and Upskilling (ET&U) as required.
- Participate and contribute to a culture of critique, continuous learning, professional development and teamwork.

17. ORGANISATIONAL CHART*



*Abbreviated Org Chart illustrating position line management

Position Description last reviewed:	November 2021	Next review due:	November 2022
Employee Signature:		Date:	
Employee Name:			