

Position Description

Title	Case Manager
Business Unit	Integrated Family Services
Location	413 Camp Road, Broadmeadows
Employment type	Full Time, Ongoing
Reports to	Team Leader, Integrated Family Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

Integrated Family Services works with vulnerable children, young people and their families who are being impacted upon by disadvantage including poverty, trauma, substance abuse, mental health and family violence and are potentially at risk of becoming involved with the Child Protection system or are already involved with child protection.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Team Leader – Integrated Family Services
- Senior Manager, Parenting & Family, Hume Moreland Alliance
- Family Services Team
- Uniting staff

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External

- Hume Moreland Child First
- DHHS Community Based Child Protection (CBCP)
- Hume Moreland North Division – Hume Moreland Child & Family Alliance
- Other Community Organisations

4. Key responsibility areas

Service delivery

- Has responsibility for a caseload of allocated families.
- Work alongside the client family on agreed goals, assisting the family's progress through the service.
- Develop strategies to assist clients to meet their goals. Client progress and family needs are regularly reviewed and evaluated and exit plans for the family are formulated.
- Is involved in program development and agency networks as determined by the Senior Case Manager and/or Senior Manager in line with the Agency Strategic Plan and Integrated Family Services' Work Plan. Participation in staff presentations and professional development also occurs in line with the Agency's Strategic Plan.
- Assertively engage with families and their children that are difficult to reach or engage.
- Undertake an ongoing holistic family assessment, including family strengths and potential risk factors for children and young people.
- Develop and implement identified goals and case plans which specify the delivery of services to families.
- Facilitate coordination within the multiple agency service system.
- Develop and maintain knowledge of community resources and networks.
- Liaise with agencies involved with the family, especially DHHS Child Protection and Integrated Family Services' partner agencies.
- Keep the Senior Case Manager and/or Senior Manager advised of potentially critical situations involving families.
- Maintain up-to-date case notes and data records for each family.
- Arrange case conferences where required and undertake regular reviews with families.
- Facilitate and advocate for the family's access to services.
- Prepare client/family assessment, review and closure reports.
- Assist the family's motivation to change and use appropriate strategies to enhance the family's motivation.
- Communicate respectfully and honestly with families and demonstrate transparent practice in relation to welfare concerns.
- Complete risk assessments in line with the Best Interests Case Practice Framework.
- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Uniting.
- Participates in regular supervision sessions with the Senior Case Manager and/or Program Manager in line with agency standards.
- Participate in and contribute to staff processes of reflection, review development and planning, both in general and on occasions specifically designed for these purposes.
- Participate in wider agency and external agency activities as appropriate.

Professional Development

- Participate in professional development activities related to casework as negotiated with the Senior Case Manager and/or Senior Manager that support individual professional development as well Uniting's strategic and operational plans.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.

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- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Person specification

Qualifications

- Minimum tertiary qualifications in Social Work, Psychology, Welfare or a related discipline is essential

Experience

- Demonstrated skills and experience in working with disempowered and vulnerable people, including:
 - capacity to engage clients and establish effective helping relationships,
 - Undertake strength-based assessments, needs analysis, development of intervention plans and work with clients to bring about change; working with culturally and linguistically diverse communities.
 - Understanding of the issues involved in casework with children, young people and families.
- Knowledge and experience of a range of relevant intervention strategies and frameworks including children's developmental needs, parent skill development, working with diversity, drug and alcohol recovery, the cycle of violence, crisis planning and family and broader systems.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Ability to network and establish sound working relationships with related services, especially other community agencies and the Department of Health & Human Services.
- Excellent written and verbal communication skills.
- Intermediate to advanced Computer literacy using MS Word, Outlook, Excel and efficient and effective data entry skills.
- Highly developed adaptive interpersonal communication skills including the ability to engage and empower others.
- Ability to be self-reliant, motivated and accountable in managing multiple tasks and meeting timelines and targets.
- Commitment and ability to work independently and as a member of a team

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject

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to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: