

# Position Description

<b>Title</b>	Kinship Care Case Manager (First Supports and Contracting)
<b>Business Unit</b>	Out of Home Care – Uniting Wimmera
<b>Location</b>	185 Baillie Street, Horsham Victoria 3400
<b>Employment type</b>	Full time, Maximum Term until 29 March 2024 (Maternity Leave replacement position)
<b>Reports to</b>	Team Leader Kinship, Leaving and TCP

## 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

The Kinship Care Case Manager will work in partnership with kinship carers, birth parents, extended family and professionals to strengthen the carers' capacity to provide a safe and stable environment which nurtures child development.

The position involves:

- Providing short- and longer-term support for children and young people in statutory kinship care placements who are unable to live with their own parents.
- Ensuring kinship care placements are established, supported, and monitored well to ensure they meet each child/young person's ongoing safety, stability and developmental needs.
- Harnessing the capacity of extended family networks to provide the best possible kinship care arrangements for children and young people.

## 2. Scope

**Budget:** Nil

**People:** Nil

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## 3. Relationships

### Internal

- Out of Home Care and Home-Based Care team including, staff, volunteers, kinship carers and supervisors
- Uniting corporate services staff

### External

- Department of Health and Human Services
  - Clients, their families, and advocates
  - Government funding bodies and contracting organisations
  - Training organisations and support services for kinship carers
  - Other providers of human services and other stakeholders
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## 4. Key Responsibility Areas

### Service Delivery

#### Young People

- Develop innovative approaches in working with children/ young people and their families.
- Engage, listen, and support children/ young people 0-18 years in kinship placements to deal with their issues, build positive relationships and engage in activities to enhance their resilience and self-esteem.
- Sight children/ young people on a regular basis and seek their views about their care and safety.
- Provide a client focused approach which takes into account individual client needs
- Ensure client feedback is sought and responded to according to Uniting policies and procedures.

#### Carer Support

- Provide on-going support to carers. This support may range both in regard to intensity and intervention and may include individual case work and/or group work.
- Support carers to manage issues and changes in the placement as they occur.
- Support carers around complexities in relation to facilitating access and family contact.
- Work to resolve issues impacting on carers' capacity to meet the child's ongoing safety, stability, and developmental needs.
- Actively work with carers where appropriate towards obtaining a Permanent Care Order (PCO) and undertake comprehensive PCO Assessments as required.
- Dissemination of community information and resources needed by kinship carers, including building links with state-wide and other information services relevant to kinship care.

#### Case Management

- Manage time and priorities effectively in regard to all aspects of kinship case management, setting appropriate work outcomes for clients and worker.
- Arrange and manage all aspects of placements for children/young people in kinship care.
- Ensure placements have a case management plan in place in line with Best Interest principles and are reviewed regularly. This may be in the form of LAC documentation where applicable and /or other case management plan tools.
- Establish, facilitate, and support family care team meetings to assist in building relationships between family members and to enhance family decision making to address issues emerging for the child/young person and within the placement.
- Provide a culturally sensitive and appropriate service to Aboriginal and Torres Strait Islander children/ young people and their families and children/young people and families from culturally and linguistically diverse backgrounds.
- Establish student support group meetings which include child/young person, carers and other significant adults to establish positive connections to the school environment.

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- Maintain comprehensive professional case files and client records, including data collection according to program requirements.
- Develop and implement identified goals, care plans and case plans for both statutory which specify, health, education, and other developmental and placement needs.
- Advise the Team Leader, Program Leader and Manager of potentially critical situations involving children/young people and/or their families.
- Ensure timely and accurate case notes are recorded on CRIS/CRISSP system.

#### First Supports

- Ensure Kinship First Supports Program guidelines are adhered to including developing the First Supports Assessments B and review assessment C.
- Provide high-quality short, medium- or long-term case management support for all allocated clients.

#### Contracting

- Provide reports to DHHS and Courts as requested for children subject to Children's Court orders. Reports to be written in a concise, clearly understood and analytical style Develop and maintain knowledge of community resources and networks. These include Quarterly reports and Court Reports as well as supporting the development of Case plans.
- Provide case contracted case managed placement support consistent with the Best Interests framework and utilising LAC (Looking After Children) processes.

#### Stakeholder Collaboration

- Work collaboratively with the relevant statutory bodies and other agencies to support children/young people and families in kinship care with a solution focused approach to problem solving.
- Identify and link children/young people and carers into appropriate, relevant and/or specialist support services.
- Develop positive working relationships and work collaboratively in partnership with services also working with the children/young people.
- Provide advocacy on behalf of children/young people and kinship carers within the broader service system.
- Provide secondary consultation and education to other support services in regard to kinship care.
- Engage the child/young person's family and extended family network in all decision-making processes.
- Engage and work with families with complex needs and entrenched family patterns.
- Promote positive relationships in family systems including birth parents, carers, children/young people and extended family.
- Liaise with DHHS and other service providers in relation to case management issues.
- Facilitate care team meetings and the coordination of collaborative practice.
- Undertake other duties and functions as directed, commensurate with current level of skills and classification.
- This role may entail support through administration audits and other duties.

#### Administration

- Fulfil program requirements regarding case records, statistics, tracking and other data gathering requirements, including the use and maintenance of records on CRIS/CRISSP.
- Prepare written client/family assessments, case plan reports, statutory court reports and closure reports within expected timelines where applicable.

#### Quality and Risk

- Contribute to strategic and operational planning including long term planning to improve services and outcomes.
- Conduct risk assessments for kinship carers.

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- Ensure carers are appropriately credentialed especially with Working with Children Checks and National Police Checks.
- Provide services and abide by all program requirements and responsibilities according to the Kinship Care and Out of Home Care guidelines, DHHS policies and practices, and in accordance with relevant legislation.

#### People and Teams

- Support a positive team culture and contribute to the activities of the team through engagement at team meetings and within the tasks that are undertaken.
- Contribute to the team by providing support and assistance to peers.
- Support kinship carers in their roles through any engagement and contact made.
- Develop and maintain effective relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government officials.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.

#### 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.
- 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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

## 5. Person Specification

### Qualifications

- A relevant tertiary qualification in Social Work, Welfare Work or Social Sciences, or less formal qualifications with significant industry experience (preferred but not essential).

### Experience

- Working with children and families in the child protection area.
- Working effectively in a care team situation and the ability to manage complex relationships and interactions.
- Experience supporting young people to grow and develop.
- Experience in working with traumatised young people.

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- Providing case management within complex family circumstances where multiple service providers may be involved and/or there are complex family issues.
- Knowledge and experience of a range of relevant intervention strategies and frameworks including child and adolescent development, parent skill development, child abuse, alcohol and other drugs, family violence, crisis planning, ecological models, family systems.

### Core Selection Criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values.
- Demonstrate an understanding of child developmental stages and the impact of trauma on development.
- Demonstrate an understanding of statutory intervention, the reasons why children and young people come into Kinship care and the role of the Kinship Care program.
- Ability to respond in high pressure situations and ability to manage challenging people and behaviours.
- Demonstrated experience in networking and liaising with a variety of professional services who may be involved in a child or young person's life.
- Demonstrated experience in working effectively with children, young people and their families as well as an understanding of the Looking After Children (LAC) case management framework.
- Excellent written skills, including the ability to present case notes, assessments and reports in a professional manner.
- Highly developed interpersonal skills, including the ability to communicate in a professional manner, negotiate and solve problems effectively.
- Competent computer skills.
- Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.
- Focused on optimal outcomes for clients.
- Current Drivers Licence

## 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 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. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

**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: