

Position Description

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| Title | Case Manager – Youth Support Services |
| Business unit | Child, Youth & Family Preservation, Eastern Melbourne |
| Location | 321 Ferntree Gully Road, Mount Waverley 3149 |
| Employment type | Full time Maximum term until 30 December 2022 |
| Reports to | Team Leader – Youth Support Services |

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 are 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 Case Manager is responsible for providing support to children and young people aged 12 – 18 years and their families in a Residential Care and Lead Tenant setting. The client group consists of both statutory Child Protection client and voluntary clients.

The Youth Support Services portfolio also services the Finding Solutions and Adolescent Support Programs which aim to divert young people away from the Child Protection and statutory systems. The programs support both parents and young people using a range of interventions that include case management, youth support, parent / youth mediation, parenting advice and liaison with schools and other specialist services.

The service provides flexible and responsive strategies directed to reducing client risk / harm, connecting young people to community groups, allied health services, education / employment activities and other community supports as required.

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2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Child, Youth and Family staff
- Uniting staff and volunteers

External

- Clients
 - Carers
 - Families
 - Advocates
 - Government funding bodies
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4. Key responsibility areas

Service delivery

- Provide support and case management services to children and young people to achieve the desired outcomes in the context of their individual needs/case plans
- Support the development and implementation of case plans or action plans, including statutory case plans as required
- Provide support and supervision to volunteer lead tenant mentors to ensure the provision of quality placements
- Conduct assertive outreach to young people and their families using a creative engagement strategy and a flexible approach across a variety of settings
- To undertake an assessment of young people's circumstances to ascertain risk and support needs
- Contribute to the recruitment and training of potential volunteer lead tenant mentors
- Facilitate referrals to access appropriate support services where required
- Encourage active listening skills and promote emotional intelligence with young people and their families
- Build and maintain effective working relationships with key stakeholders
- Facilitate regular care team meetings and ensure the child and/or young person's needs and views are well represented in these forums
- Support young people to develop exit plans, leaving care plans, and to access housing and community support options as required
- Deliver case management services that meet all relevant performance and outcome indicators.
- Attend internal and external meetings and forums
- Other duties as require

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Communication

- Maintain comprehensive professional case notes, reports, client files and records, including data collection according to program and statutory requirements, ensuring timelines for completion are adequately met

Relationships

- Develop and maintain effective working relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government agencies

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 a 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. Performance indicators

- Abide by and work to Uniting policies and procedures
- Abide by and work to the Children, Youth and Families Act 2005
- Keep the best interests of children and young people as paramount
- Work in partnership with other organisations

6. Person specification

Qualifications and requirements

- Desirable: Bachelor of Social Work, Psychology, Behavioral Science or related discipline
- Essential: (Minimum) Diploma of Community Welfare Work or related discipline
- Essential: Current driver's licence

Experience

- Desirable: Minimum of 1 years' experience in a case management or youth related role

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Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
 - **Achieves results:** focused on optimal outcomes for clients
 - **Culturally aware:** values diversity
 - **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
 - **Communication skills:** excellent verbal and written communication skills
 - **Client focused:** prioritises needs of clients
 - **Communication:** well developed communication and interpersonal skills
 - **Professionalism:** executes day-to-day activities in a positive, professional and enthusiastic manner
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7. 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.

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