

Position Description

Title	Senior Case Manager – Youth Support Services
Business unit	Child, Youth & Family Preservation, Eastern Melbourne
Location	321 Ferntree Gully Road, Mount Waverley
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 Senior Case Manager, Youth Support Services is responsible for providing support to young people aged 12-18 years and their families in a variety of settings. The client group consists of both statutory Child Protection clients and voluntary clients.

The Senior Case Manager will provide mentoring, supervision and support to the team in addition to holding complex cases. This position will also be responsible for contributing to program growth through the recruitment of potential carers.

2. Scope

Budget: nil

People: nil

Position Description

Senior Case Manager – Youth Support Services

3. Relationships

Internal

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

External

- Consumers
 - Carers
 - Families
 - Advocates
 - Government funding bodies such as the Department of Families Fairness and Housing
-

4. Key responsibility areas

Service delivery

- Provide support and case management services to young people to achieve the desired outcomes in the context of their individual needs/case plans
- Provide case management services to complex cases
- Support and mentor team members with complex cases
- Support the development and implementation of case plans, including statutory case plans as required
- Facilitate referrals to access appropriate support services where required
- Build and maintain effective working relationships with key stakeholders
- Facilitate regular care team meetings and ensure the 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
- Undertake lead tenant recruitment, training, and retention activities
- Provide formal supervision to lead tenant mentors
- Attend internal and external meetings and forums as required

Communication

- Maintain comprehensive professional case notes, reports, client files and records, including data collection according to program and statutory requirements, and ensure timelines for completion are adequately met
- Support other team members in maintaining client files
- Support other team members during meetings and home visits as required

Teamwork and Leadership

- Working closely with the wider leadership team, encourage your team to adopt leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision to a small number of staff
- Undertake regular supervision and performance review in consultation with the Team Leader; providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Develop and maintain effective working relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government agencies

Position Description

Senior Case Manager – Youth Support Services

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. Person specification

Qualifications and requirements

- A minimum of a Diploma level qualification in Community Services or equivalent; a tertiary qualification in Social Work or equivalent is preferred

Experience

- A minimum of two years of demonstrated ability as a practitioner in the child, youth and family welfare field. A role in Home Based Care is desirable
- Demonstrated experience in engaging with families successfully and completing assertive outreach
- Demonstrated ability to assess and appropriately respond to risk for children aged 0-18 years
- A commitment to the family-centered approach and the family strengthening and empowerment models of practice
- An understanding of the 'Best Interests' Case Practice Model and Children Youth and Families Act (CYFA) 2005 and 2015 amendments

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Communication skills:** open, honest, articulate and flexible approach to communication and the ability to actively listen; well-developed written communication including the ability to prepare for and conduct meetings, and implement agreed actions
- **Interpersonal focus:** strong interest in people, respect for others and the ability to suspend judgement
- **Cooperative:** demonstrates team behaviours striving for co-operative and professional relationships
- **Conscientious:** responsible, dependable, organised and persistent

Position Description

Senior Case Manager – Youth Support Services

- **Open to experience:** high level self-awareness, with the ability to admit mistakes as an opportunity for reflection, learning and development
- **Professionalism:** professional, confident, focused, clear about purpose and able to set appropriate personal boundaries
- **Computer skills:** competent use of the MS suite of products and case management software
- **Organisational skills:** demonstrated organisational ability and effective time management skills
- **Industry knowledge:** sound understanding of child development, trauma and attachment theories

Other

- Legal eligibility to work in Australia
- Current Victorian Driver's Licence
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

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.

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