

# Position Description

<b>Title</b>	Storm Recovery Case Manager - Wellington
<b>Business Unit</b>	Child, Youth and Families
<b>Location</b>	126 Raymond Street, Sale
<b>Employment type</b>	Fulltime Maximum term to 30 June 2022
<b>Reports to</b>	Manager Child, Youth and Families

## 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

This position will be responsible for case managing individual and families in Wellington who have been impacted by the June 2021 storm/flood event. The position will undertake a comprehensive assessment of the family/individual needs, develop a clear action plan, and monitor short- and long-term interventions for clients.

### 2. Scope

**Budget:**

Brokerage of \$20k, managed by Manager Child Youth and Families

**People:**

Nil

### 3. Relationships

## Position Description

## Storm Recovery Case Manager

### Internal

- Uniting employees/volunteers

### External

- DFFH, Local Government, Community Service Organisations, Victoria Police
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## 4. Key responsibility areas

### Service delivery

- Effectively and sensitively engage with families/individuals who have experienced significant trauma, loss and grief.
- Conduct outreach to families/individuals that have been directly impacted by the June 2021 Storm/flood event through visits, phone contacts and care team meetings.
- Complete a comprehensive assessment of the family/individual needs.
- Develop a clear action plan with the family/individual indicating action needed, responsibilities where it is made clear what is being done, when and by whom and timelines.
- Monitor and evaluate short- and long-term interventions for clients.
- Provide personal support, meet immediate needs, provide information, and undertake referral and application processes for services as needed.
- Facilitate and work on behalf of the individual/family to problem solve issues, advocate to obtain services where individuals or families find it difficult to act on their own behalf to access services.
- Demonstrate ability to recognise and manage own emotions whilst managing a caseload of complex client needs.
- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- Work closely with service partners to establish and maintain multi-service approaches that address individual plans.
- Facilitate and present information to other stakeholders to promote knowledge and understanding of issues relating to the case management individuals and families.
- Develop and maintain client records and data and any other relevant documentation in line with case management guidelines and Bushfire Recovery Service operating instructions.
- Such other duties as directed from time to time which are within the employee's skill and competence level

### Administration

- To record all brokerage expenditure by providing itemised details for each item purchased per household, with funds to be acquitted at the end of the financial year
- Monthly reporting to the funding body

### Quality and risk

- Provide Storm Recovery services in accordance with Uniting Policy & Procedures.
- Participate the provision of quality outcomes for consumers through review and audit of relevant feedback – audits, complaints/compliments & accreditation processes.
- Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements.
- Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required.
- Manage complaints or grievances within Uniting policies.

### People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships

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### Storm Recovery Case Manager

- Promote and maintain a positive, respectful and enthusiastic work environment
- Develop and maintain effective relationships with key stakeholders including clients, families, community service organizations, relevant professionals and government officials.

#### 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.
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## 5. Person specification

### Qualifications

- Relevant tertiary qualification in Social Work, Social Welfare or relevant equivalent
- Satisfactory Police Check and Victorian Working with Children's Check
- Current Drivers Licence valid in Victoria

### Experience

- Experience in a human services or welfare agency, providing direct client services including assessment of needs, supportive counselling, and case management
- Experience in community development, including networking and relationship building
- Experience working independently with minimal supervision, as well as ability to work as part of a collaborative multi-disciplinary team

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Communication**
  - Excellent verbal and written communication skills
  - Strong interpersonal skills, including a high level of self-awareness
  - A willingness to understand client needs and goals, and provide support and solutions that will add value to client experience
- **Team Building**
  - Commitment to collaborative multi-program and agency work practice
  - Demonstrated ability to participate in multi-skilling learning environment

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### Storm Recovery Case Manager

- Service Delivery
  - Strong understanding of Trauma informed and client centred case management approach and practices
  - Demonstrated ability to work effectively within a case management setting
  - Willing and capable to work flexible hours, including weekends and after hours as required and negotiated.

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## 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.**

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## 7. Acknowledgement

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

### Employee

Name:

Signature:

Date: