

# Position Description

<b>Title</b>	Therapeutic Case Manager
<b>Business Unit</b>	Western Community Services - Children, Youth and Families
<b>Location</b>	185 Baillie Street Horsham
<b>Employment type</b>	Full Time – Maximum Term to 31/03/2022 (Parental Leave Replacement)
<b>Reports to</b>	Team Leader – Young People in Care

## 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 Therapeutic Case Manager provides high quality therapeutic support and casework for the Circle program and Case Management within the Foster Care Program. The position works with and supports volunteer carers and children who are unable to live at home with their families using a therapeutic approach and the Looking After Children case management framework.

The Therapeutic Case Manager works under the general direction of the Team Leader – Young People in Care and is responsible for delivering high-quality placement and support programs throughout the Wimmera. The position will case manage children on statutory orders who are placed in temporary care with foster carers. The position involves ensuring children are safe in foster care as well as the support of foster carers and their families

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### Therapeutic Case Manager

## 2. Scope

**Budget:** Nil

**People:** Nil

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## 3. Relationships

### Internal

- Uniting employees and volunteers

### External

- Clients and their families and foster carers
  - Government Funding Bodies
  - Other Community Service Organisations as required
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## 4. Key responsibility areas

### Service Delivery

- Ensure services are provided using a Best Interest Framework to provide a quality service that ensures the best outcomes for young people entering or in Home Based Care and their carers.
- Establish outcomes to achieve program goals and deliver these through planning, implementation and evaluation, ensuring standards are adhered to.
- Support the Senior Manager and Team Leader to develop and maintain open, clear and accountable relationships with funding and regulatory bodies.
- Adhere to established work practices and exercise initiative and judgement where these are not clearly defined.
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services.
- Actively participate in collaborative community education strategies to enhance community understanding of Foster Care and Home-Based Care programs.
- Collaborate and liaise with team members to ensure best outcomes for young people entering or in Home Based Care and their carers.
- Integrate the needs of for young people entering or in Home Based Care and their carers into other services provided by Uniting.

### Case Management

- The case management aspect of this position follows the Therapeutic Home-Based Care model of service delivery and adheres to the DHHS program guidelines dictating the service delivery requirements.
- Maintain accurate and accessible client records and reports, including case notes, Looking After Children (LAC) documents and other reports as required.
- Assist in recruiting, training and assessing care providers, provide ongoing resources, and support to them in their role.
- Manage time and priorities effectively in regard to all aspects of foster case management, setting appropriate work outcomes for clients and worker.
- Engage and work with families with complex needs and entrenched family patterns.
- Develop innovative approaches in working with families, children and young people.
- Provide a high-quality standard of short, medium or long-term case management (contracted and non-contracted cases) support for all allocated clients.
- Support carers to manage issues and changes in placement as they occur.

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- Provide on-going support to carers. This support may range both in regard to intensity and intervention and may include individual casework and/or group work.
- Arrange and manage all aspects of placements for children/young people in foster care.
- Ensure placements have a case management plan in place in line with Best Interest principles and are reviewed regularly.
- Engage the child/young person's family and extended family network in all decision-making processes.
- Engage, listen to and support children/ young people 0-18 years in foster placements to deal with their issues, build positive relationships and engage in activities to enhance their resilience and self-esteem.
- Promote positive relationships in family systems including birth parents, carers, children/young people and extended family.
- Establish, facilitate and support family care team meetings on a fortnightly basis 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.
- Support carers around complexities in relation to facilitating access and family contact.
- Actively work with carers where appropriate towards obtaining a Permanent Care Order (PCO) and undertake comprehensive PCO Assessments as required.
- Ensure health and dental assessments for all children are completed within one month of placement and reviewed annually.
- Provide 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.

### Administration and Finance

- As required including Brokerage and costs for recruitment and assessment activities

### Quality and Risk

- Contribute to the strategic and operational planning including long term planning to improve services and outcomes.
- Abide by all program requirements and responsibilities as per the guidelines for Out of Home Care.
- Provide support through administration audits and other duties as required
- Model a positive culture in all interactions with staff, colleagues, clients, and all external stakeholders.

### 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.
- Apply a solution focused approach to problem solving, work collegiately with peers, while at all times upholding the values and mission of the agency.
- Work collaboratively with the relevant statutory bodies and other agencies to supporting children and families in foster care with a solution focused approach to problem solving.
- Always uphold the values and mission of the agency

### 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.

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- 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

- Post-secondary qualifications in Social Work / Welfare or related field.

### Experience

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

### Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values.
  - Demonstrated experience in working effectively with children, young people and their families using therapeutic approaches as well as an understanding of the Looking After Children (LAC) case management framework.
  - Demonstrated knowledge and ability to operate within relevant legislation, departmental and agency policies and guidelines.
  - Demonstrated understanding of statutory intervention, the reasons why children and young people come into care and the role of the Therapeutic Case Manager
  - Demonstrated understanding of the important role volunteer care providers play in a child or young person's life and the ability to liaise with and support them in this role.
  - 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 understanding of risk and needs assessment in working with high-risk children, young people and their families.
  - Highly developed interpersonal, communication and negotiation skills.
  - Excellent writing skills including the ability to prepare case notes, documents for distribution to volunteer caregivers and reports for families and other professionals.
  - Computer proficiency.
  - Willingness to be flexible with work hours, travel and participation in afterhours service.
  - Demonstrated ability and willingness to participate in public speaking activities which promote the work of the Foster Care program.
  - A broad understanding of and commitment to the programs of Uniting Wimmera.
  - Personal attributes: disciplined, client focused, ethical, collaborative and supportive.
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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: