

**POSITION DESCRIPTION
CASE MANAGER – HOME BASED CARE
(Permanent Full Time)**

1. OVERVIEW:

Due to recent growth in our Home Based Care program, we are seeking three enthusiastic, knowledgeable and experienced Home Based Care Case Managers, who are passionate about supporting and advocating for children and young people in order to see them thrive.

- Are you someone with experience in facilitating short term, long term, emergency and respite care for children and young people referred through the Department of Health and Human Services?
- Do you possess a sound awareness of the issues related to the placement of children in alternate family care, including permanency and stability planning principles, trauma theory, brain development, attachment, resilience and abuse, and therapeutic parenting?
- Are you able to demonstrate that your case work activity is clearly responsive to the client, client families and carers and comes from a strengths based, trauma informed position that is in accordance with Best Interests Assessment and key legislative requirements?
- Do you have highly developed practice wisdom, including a strong awareness of how your personal values impact your perception of birth families, children and young people in care and or foster carers?
- Are you someone who possesses a positive, ‘can do’ attitude with a passion for driving cultural awareness and safety for all clients, including Aboriginal and Torres Strait Islanders; other CALD groups and clients who identify as LGBTQI?
- Are you able to prioritise continuous quality improvement at the same time as managing day to day program demands?

Anchor staff work within the policies and philosophical framework of Anchor Inc. and adhere to the highest professional and ethical standards in the performance of duties and responsibilities associated with their position.

Home Based Care provides a safe, supportive home to children and young people who cannot live with their biological parent(s). We seek to ensure the provision of high quality services that will bring about significant improvements in the life experience of children, young people and families/ caregivers.

Anchor prides itself on working from a strengths based trauma informed position where the voice of clients and carers is considered a priority to informing our practice and service development.

2. RELATIONSHIPS:

Reports to:	Team Leader – Home Based Care
Supervises:	Students on placement Volunteers
Liases with:	Other agency staff Client families Foster Carers Relevant government and community agencies Other agency stakeholders
Date of Last Review:	April 2019

3. AREAS OF ACCOUNTABILITY:

3.1 Service Delivery

- Provide services to Anchor clients, which are of the highest standard, as embodied by the agency's mission and vision statements, including working respectfully with all children, young people and families to ensure that services provided are culturally informed and safe;
- Support appropriate community networks and consultation mechanisms to facilitate the continuous improvement of service delivery and to increase community awareness and participation in meeting the needs of young people;
- Ensure appropriate intake, assessment and placement services are provided to clients
- Ensure a high quality case management service to clients and caregivers, which includes regular home visits and up-to-date "Looking After Children" records; and regular liaison with the carer support practitioner(s)
- Provide clear and accurate information regarding the agency's programs;
- Maintain up-to-date and accurate case files, written reports and LAC documentation on the CRISSP and CRIS data entry system;
- Manage a caseload as directed by the Team Leader;
- Facilitate contact between children and their birth families where appropriate;
- Monitor and support foster parents and children in placement;
- Be available to work flexible hours, including evenings and rostered on-call duty system.

3.2 Service Development

- Participate in consultation processes regarding service improvement and development to enable optimum service delivery;
- Contribute to the ongoing development of the Out of Home Care Program;
- Promote, as appropriate, the agency's services to service users and other agencies;
- Contribute to the further development of Anchor services in the region.

3.3 Organisational

- Contribute to a workplace environment which supports peers, develops teamwork and ensures the provision of quality services for agency clients.
- Participate in staff meetings, program planning and professional development sessions;

3.4 Community Liaison

- Maintain and support productive and co-operative links with relevant agencies and organisations;
- Participate in relevant service networks, planning and advocacy mechanisms aimed at meeting the needs of clients.

3.5 Professional Development and Training

- Meet on a regular basis with the Team Leader for supervision;
- Participate in training and staff development opportunities;
- Participate in an annual performance appraisal.

3.6 Other duties as directed by Supervisor /Manager

4. KEY SELECTION CRITERIA:

- Provide details of your formal qualifications:
 - Degree level qualification in Social Work, Psychology, and / or related behavioural sciences, together with relevant workplace experience; OR
 - Associate diploma level qualification in Social Work, Psychology, and / or related behavioural sciences, together with relevant workplace experience; OR
 - Less formal qualifications with specialised knowledge and skills sufficient to perform this role.
- Can you outline your working knowledge of the principles and theory of child protection and factors that lead to children being placed in out of home care?
- What is your experience in working with children and young people, birth families, and foster families in an OoHC funded service?
- Describe your understanding of child development and factors that can impede a child's development, including early indicators and patterns of behaviour leading to cumulative harm.
- Which therapeutic approaches inform your practice when working with children who have a range of issues associated with trauma, abuse, abandonment and neglect?
- Can you demonstrate that you are a confident communicator (oral and written), including the ability to constructively provide open and honest feedback to carers?
- Provide details of your ability to maintain records, which are compliant with legislation, standards and data systems.
- Can you demonstrate your understanding of, and commitment to, the roles and contributions of volunteer caregivers?
- What skills do you possess in establishing and maintaining positive, productive working arrangements with Child Protection, Service Providers and other key stakeholders?
- Can you provide an example of your ability to engage in consultative assessment processes, which enable timely and sound recommendations to be made for interventions, which uphold the best interests of the child?
- What is your ability to work flexibly, independently and co-operatively in a dynamic team environment?
- Provide details of your ability and confidence with computer literacy including Microsoft Office, CRIS/CRISP and internet applications.

5. TERMS AND CONDITIONS OF EMPLOYMENT:

Position: Case Manager – Home Based Care
Accountable to: Team Leader – Home Based Care

5.1 Employment Contract

This is full time permanent role subject to the following conditions:

- Prior to employment, a successful federal Criminal Records check is to be completed, renewable every three years;
- Monthly reviews against agreed KPI's will determine workload and priorities;
- A six month probationary period for all new employees;
- Following a review at six months, the incumbent will be required to participate in an annual performance review, which will be linked to the Areas of Accountability set out for this position;
- A current Victorian Driver's Licence;
- A current Working With Children card, maintained by the employee;
- The willingness to work within the agency's vision, values, philosophy and policies and procedures
- Ongoing funding.

5.2 Remuneration Package

- The position is classified within the *Social, Community, Home Care and Disability Services Industry Award 2010*.
- An annual amount of \$15,900 tax free salary packaging is available. This benefit is in addition to the normal before-tax threshold available to all Australian permanent residents. Staff also have access to meal and entertainment salary packaging benefits in addition to the \$15,900 tax free salary packaging.

5.3 Employment Conditions

The position of Case Manager – Home Based Care has:

- Four weeks annual leave plus 17.5% loading on this annual leave payment;
- Anchor contributes to a registered superannuation fund of the employee's choice, as per the statutory requirements of the Superannuation Guarantee Act;
- All other conditions are as per the Other conditions are as per the "Modern Award": *Social, Community, Home Care and Disability Services Industry Award 2010*;
- Additional benefits which offer enhanced conditions over and above the Modern Award (Personal Leave, Bonus Leave and Study Leave);
- Confidential, free access to external counselling services through Anchor's *Employee Assistance Program*;
- Supported professional development opportunities.

5.5 Confidentiality

- Anchor staff are aware of their position of trust and are committed to the organisation's Privacy Policy regarding confidentiality at all times.

5.6 Code of Conduct

- In working together to achieve Anchor’s vision that “*Everybody has a home and a place to build their future*”, Anchor staff perform their duties within the framework provided by the organisation’s Code of Conduct.

5.7 Child Safe Policy

- Anchor is committed to the safety and well-being of all children and young people participating in its programs. Our Child Safe policy addresses the requirements of being a Child Safe organisation, including legal obligations and alignment of other policy and procedure to meet the Victorian Child Safe Standards.

5.8 Occupational Health & Safety

- Anchor staff uphold their Duty of Care to ensure that work is performed in a manner that is not harmful to their own health and safety, and the health and safety of others, as outlined in the Victorian Occupational Health & Safety Act, 2004.