

POSITION TITLE	<b>Case Manager – Supporting Transitions</b>
REPORTS TO	Team Leader – Child and Family (Supporting Transitions)
LOCATION	Lilydale
DATE	February 2023
KEY CONTACTS	Other Agency Staff Client Families Relevant government and community agencies Other Agency Stakeholders
SUPERVISES	Students on placement Volunteers

### About Anchor

Anchor has a long history of providing services:

- for children and young people unable to live with their family
- to young people who are at risk
- to individuals and families who are experiencing housing stress or homelessness.

More information is available at <https://www.anchor.org.au/>

<b>Vision</b>	Everybody has a home and a place to build their future
<b>Purpose</b>	To make it possible to attain a safe, secure and stable home
<b>Values</b>	<p><b>Empowerment</b> – we enhance people’s ability to use their own resources and capacities to solve problems and pursue goals</p> <p><b>Diversity</b> – we treat people fairly and are committed to ensuring cultural safety</p> <p><b>Excellence</b> – we work to exceed expectations through continuous learning and improvement</p>

### About Home Based Care

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

### Position summary

This is a key role contributing to Anchor’s purpose of making it possible for people to attain a safe, secure and stable home and supporting Anchor’s values, vision and goals. Anchor prides itself on working from a strengths-based trauma informed position where the voice of clients and carers are considered a priority to informing our practice and service development.

The primary objectives of the role are to:

- be instrumental in the provision of high-quality placement matching, case management and support services to children and young people living in Anchor HBC services.
- effectively contribute to program planning whilst working collaboratively with our carers, case managers, as well as other staff and volunteers.
- Contribute in the delivery of a high-quality home-based care program, including participation in carer recruitment activities, carer support and reviews in line with program / statutory requirements

People working at this level are expected to manage work practices for the health and wellbeing of staff, adopt a balanced approach to work, and promote a working environment free from harassment and discrimination.

### Anchor's Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

#### Key Capabilities

<b>Client Focus</b>	Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs
<b>Problem Solves</b>	Uses and shares experience and knowledge of work area to assist in the development of solutions for day to day problems
<b>Advocacy</b>	Advocates for clients to advance their interests in line with Anchor's objectives.
<b>Empowerment</b>	Enhances people's ability to use their own resources and capacities to solve problems and achieve goals
<b>Continuous Improvement</b>	Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary
<b>Teamwork</b>	Offers constructive feedback and provides balanced and informed perspectives at team meetings
<b>Listens, Understands, Adapts</b>	Listens carefully to others, ensures mutual understanding and actively addresses any miscommunications
<b>Integrity</b>	Understands and models Anchor's social, ethical and organisational standards and responsibilities in all interactions
<b>Autonomy</b>	Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required.

### Technical competencies

#### Skills, experience and knowledge

- A sound knowledge of the *Children, Youth and Families Act 2005*
- An understanding of the theoretical frameworks that underpin Anchor's approach to out of home care, child development, attachment, grief and loss and trauma
- Demonstrated understanding of the key components of case management
- Demonstrated commitment and capacity to negotiate and liaise with carers, staff, DHHS, and other agencies and services
- An understanding of the complexity of the service system and the issues involved in providing services to statutory clients
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies
- Demonstrated ability to work effectively under supervision and within a collaborative team to meet accountability. Excellent written and oral communication skills
- High level of IT skills including the capacity to work with data bases.

### Mandatory Qualifications and Licences

- An appropriate degree qualification in Social Work, Psychology, Community Services or a related discipline that is recognised in Australia is required, however applicants who are nearing completion of their final years of study may be considered for this role.
- Completion of a Criminal History Check and Working With Children Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

### Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads, and competing priorities and demands	Daily
	Work in a team environment, supporting team members always	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Regular
	Work in unstructured environments	Regular
	Work office hours with the possibility of extended hours	Regular
	Work on-call after hours	Regular
	Work in buildings which may be two-storey	Regular
	Work in open plan office	Regular
	Work from home office	Regular
	Sit at a computer or in meetings for an extended period	Daily
	Present at court and other jurisdictions	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations	Daily
	Work with clients, some of whom may have physical or sensory disability	Regular
	Interact with people who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police and so on	Regular
	Manage relationships and ensure engagement with carers and potential carers	Regular
	Facilitate access to specialist, generic community services	Daily
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer and database work, filing, writing reports, case notes/plans and maintaining client records, participating in meetings, concentrating for long periods of time, managing resources and budgets, and analysing information and data	Daily
	Use technology including computers, photocopier, telephones including mobiles, fax, televisions, videos, electronic whiteboards and conferencing technology such as Microsoft Teams/WebEx and Zoom.	Daily
<b>Transport</b>	Drive vehicles, possibly over long distances and in all traffic and weather conditions	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical	Occasional

### Expected behaviours for all Anchor staff

- Acts in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values
- Acts in accordance with Anchor's health and safety policy and management system
- Values and promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities
- Abides by the Child Safe Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005

- Demonstrates a customer focus by prioritising the needs and outcomes of clients and carers
- Acts in a manner consistent with Anchor’s policies, including social inclusion, equal opportunity, privacy and confidentiality
- Contributes to a workplace environment which supports peers, develops teamwork and collaboration, and positively contributes to group activities
- Participates in staff meetings, program planning, professional development sessions and service planning meetings
- Participates in formal supervision processes, probationary and annual performance appraisals
- Contributes to innovation and continuous improvement
- Successfully completes all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

**Statement of Commitment to Child Safety and Wellbeing**

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe. Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities and Anchor responds to their individual needs to ensure their inclusion, empowerment and wellbeing.

**Anchor’s commitment to diversity and inclusion**

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

**Employee declaration**

*I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and meets organisational objectives.*

<b>Employee Name</b>	
<b>Employee Signature</b>	
<b>Date</b>	