

Position Title	Case Manager
Program	Children and Parenting Support Services
Location	Kadina
Reports to	Team Leader – Parenting Support Services
Probationary period	6 months

PRINCIPLES THAT GUIDE OUR WORK

- A strong commitment to our vision “*Compassionate, respectful and strong country communities where all people flourish*”.
- Respect and value the organisation, its clients and its workers.
- Demonstrate commitment to the employee Code of Conduct
- Demonstrate commitment to the safety and wellbeing of children, especially in relation to safeguarding children from harm or risk of harm.
- Engage positively with Aboriginal people and deliver culturally appropriate and respectful services.
- Engage in inclusive practice with people irrespective of culture, ethnicity, lifestyle choice, faith, sexual orientation and gender identity.
- Foster a culture of respect, inclusion and zero tolerance towards violence in all its forms.
- Demonstrate and accept the vision and values of the Uniting Country Group.

PROGRAM OBJECTIVE

The Children and Parenting Support Services program aims to ensure that children have the best start in life by focusing on targeted intervention approaches that bring about positive family functioning safety and child development outcomes for children and their families, particularly those who are vulnerable and/or disadvantaged.

POSITION OBJECTIVE

As the Case Manager you will encourage parents of young children to enhance their parenting skills, expand their social connections and develop stronger community links through offering individual support and group parenting programs.

This role requires an ongoing satisfactory Department of Human Services (DHS) Working with Children Check and is subject to all screening and assessment requirements of State and Commonwealth legislation that interacts with the *Children and Young People (Safety) Act 2017*.

DUTIES AND RESPONSIBILITIES

This role will provide services to clients using the Uniting Country SA (UCSA) interACT model of therapeutic practice, requiring you to perform your role in a professional and client centred manner.

Within your area of responsibility:

- Assist families to reach their full potential by providing appropriate, caring assistance and modelling.
- Help families develop a nurturing context for child rearing.
- Encourage and support parent to participate in parenting and other community-based groups.
- Work in a preventative context.
- Adopt strength based and client empowerment work practices.
- Provide families with opportunities to connect socially and with other appropriate services.
- Assist families to access educational information sessions, courses, support and training on early childhood development, parent and relationship skills.
- Ensure accurate information is collected and stored in the relevant database/s.

- Communicate verbally and in writing with clients, other staff and stakeholders in a clear, timely and positive manner.
- Complete comprehensive, professional case notes finalised within allocated timeframes on the relevant database/s.
- Plan and organise workload to achieve specified outcomes within set time frames including providing reports as required.
- Work collaboratively with a diverse range of people with multiple and complex needs.
- Attend regular professional supervision sessions, relevant meetings, training and development opportunities.
- Other duties as reasonably requested within your level of skills and qualifications.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery.

ACCOUNTABILITY

- Act within the area of primary responsibility for this role.
- Ensure the programs achieve objectives and participant outcomes.
- Carry out all functions and activities in line with funding contracts.
- Actively participate in your own professional development as required.
- The satisfactory and timely completion of all delegated tasks.

RELATIONSHIPS AND REPRESENTATION

- Participate in activities which serve clients and promote the Uniting Country Group values and goals.
- Establish and maintain strong relationships at appropriate levels with both Government and Non-Government organisations, in order to consider community needs and services.
- Establish and maintain productive and respectful relationships with all other team members.

CAPABILITIES

Personal

- Articulate.
- Self-motivated and enthusiastic.
- Flexible and creative.
- Proficient time manager / Punctual.
- Exercise initiative.
- Work autonomously and as part of a team.

Job Specific Capabilities

- Case management experience.
- Strong relationship building and communication skills.
- Ability to facilitate groups and manage complex group dynamics.
- Competent in the use of Microsoft Office programs and able to complete reports.

Knowledge

- Knowledge of key barriers facing people with complex needs, and best practice models of support and service provision.
- Knowledge of legal and statutory requirements relevant to services.
- Knowledge of Strength Based practices, crisis management and problem-solving theories.
- Knowledge of a Human Service organisation, its values and philosophies.
- Commitment to social justice, empowerment and self-determination principles.
- Sound knowledge of child development and age appropriate strategies that will support parents to build upon their parenting skills.
- Good knowledge of local and regional services.

SPECIAL CONDITIONS

The successful applicant will be required to:

- Hold a current DHS Working with Children Check.
- Hold a current Australian Driver's Licence.
- Travel throughout the region and/or interstate as required.
- Be available for some out of hours work.
- Work with families/clients in their homes.
- Participate in the Agency triage roster as requested.
- Undertake Core Competency and other training relevant to the position.

QUALIFICATIONS

- Desirable to have Certificate IV or above in a Human Services related discipline
- Two (2) years or more of relevant experience.

COMPLIANCE

- Adhere to the Work Health and Safety policies of the Uniting Country Group by ensuring you take reasonable care to protect one's health and safety whilst at work and avoid adversely affecting the health and safety of any other staff member through any unsafe work practice or act of omission.
- Comply with the Uniting Country Group's policies and procedures, including all relevant legislation detailed within them.
- Comply with the Service Agreement with the funding body.
- Comply with Professional Codes of Conduct and Agency Non Negotiables.

KEY RESULT AREAS

Key Result Area	Key Responsibilities/Indicator
Annual Planning <i>Demonstrate commitment to strategic direction of the Uniting Country Group.</i>	<ul style="list-style-type: none"> • Actively participate in all planning sessions as required. • Contribute to annual business planning activities.
Customer Service <i>Commitment to providing high quality services to meet the individual needs of clients both internal and external.</i>	<ul style="list-style-type: none"> • Follow up enquiries in a timely manner as per any arrangements made. • Monitor client surveys for trends/issues.
Professional/Technical Knowledge and Skills <i>Demonstrated knowledge and application of the specific skills required:</i> <ul style="list-style-type: none"> • Case management skills. • Data entry and case notes. • Articulation. • Time management. 	<ul style="list-style-type: none"> • Ensure partnerships and networks are nourished and maintained: <ul style="list-style-type: none"> ◦ Actively participate in partnership meetings. • Participate in management and quality assurance by: <ul style="list-style-type: none"> ◦ Collecting/collating quality data. ◦ Fully supporting all QA frameworks. • Maintain levels of professional development and utilise models learned. • Comply with all budget requirements as per funding agreements.
Teamwork and Communication <i>Excellent communication and interpersonal skills.</i>	<ul style="list-style-type: none"> • Promote the Uniting Country Group positively internally and externally. • Cooperate to achieve team goals. • Communicate respectfully.

	<ul style="list-style-type: none"> • Actively listen and consider other people's perspective. • Share knowledge and experience with colleagues.
<p>Commitment to Workplace Responsibilities <i>Commitment to meeting all legislative and organisational responsibilities and working in accordance with the Uniting Country Group policies and procedures.</i></p>	<ul style="list-style-type: none"> • Act in a professional manner consistent with the Uniting Country Group values, policies and procedures. • Role model positive workplace culture. • Strive for continuous improvement. • Meet all recordkeeping requirements determined under contract by the program funding body, legislation and organisation.

I have read and fully understand the expectation the Uniting Country Group has of me in fulfilling the role of Case Manager.

Signed: _____
Employee

Signed: _____
Manager

Date: _____

Date: _____

Date PD Reviewed	Line Manager Signature <i>Only sign if no changes made to PD. Where changes have been made a new PD must go on file</i>