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|  | Position Description |

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| **Title** | Family Services Case Manager – 12m contract |
| **Classification** | SCHADS Level 5 |
| **Reports to** | Team Leader |
| **Last Updated** | July 2019 |
| **Good Shepherd Australia New Zealand (GSANZ)** | |
| Our 3-year strategy outlines the world we want to see and our role in advancing it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice, and to support our communities to thrive. | |
| **Role Purpose** | |
| The Family Services Case Manager will work within the St Albans based Integrated Family Services (IFS) team. The IFS team promotes the healthy functioning of children, young people and families through a range of educational, developmental, social and support services. The team assists and supports parents to develop, maintain and strengthen the safety, stability, development and wellbeing of their children and family.  The IFS team is part of the Brimbank Melton Child FIRST Alliance, a partnership between agencies across the Brimbank and Melton area west of Melbourne.  Responsibilities of this role include:   * strengthen parenting competencies and confidence * enhance the wellbeing of children, young people and their families * prevent child abuse and neglect * support children, young people & their families through major life transition times * support children, young people and their families through major crises | |
| **Qualifications and Mandatory Requirements** | |
| * Tertiary qualification in Social Work or similar level qualification in a human services discipline such as Psychology. * Demonstrated skills in casework and group work with families who may have complex needs. * Demonstrated knowledge of relevant DHHS policy and practice frameworks and legislation. * Effective interpersonal, time management, communication and negotiation skills, including liaising with other key people known to the family (such as school professionals, child care, also family friends). * Demonstrated experience in preparing written reports, maintaining records, including case notes and IRIS data base reporting. * Demonstrated ability to work in a culturally sensitive way with people from culturally and linguistically diverse (CALD) communities and Aboriginal families. * Demonstrated understanding of social justice principles and community capacity building, and an ability to contribute to the mission and spirit of the agency. | |

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| **Responsibilities** |
| **Strategy**   * Deliver service in line with team operational plan and GSANZ's strategic plan * Contribute to development of team plan   **People**   * Demonstrate commitment to own learning and development * Contribute to development of a high performance team through demonstration of capabilities outlined in GSANZ 's leadership capability framework * Participate actively in regular formal supervision * Share knowledge and practice insights with colleagues * Take responsibility for own wellbeing   **Clients**   * Provide an effective support service to families with complex needs. Casework with families will incorporate ongoing assessments, including ongoing risk assessments of children’s safety, stability and development as well as the development of Child and Family Action Plans. * Facilitate parenting skills programs and groups as required to meet the needs of the family. * Deliver best practice service to clients in line with agreed goals/contribution * Seek feedback from client in order to reflect and improve on own practice * Maintain a client centered approach to service delivery at all times   **Service Delivery and Operations**   * Deliver all services in line with service standards and program procedures * Maintain accurate data, information and reporting at all times * Look for opportunities to balance workload with other team members as required to ensure targets are met * Maintain agreed case load * Provide timely reporting in line with department requirements * Other duties as reasonably required   **Stakeholders**   * Liaise effectively with referral network * Work collaboratively with other service providers to deliver valued outcomes for clients * Develop constructive, collaborative relationships with other GSANZ team members and departments   **Compliance**   * Maintain client files, case notes and data in accordance with funding body and agency standards * Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times * Maintain agreed quality standards * Maintain OH&S standards at all times |
| **Values & Behaviours** |
| We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.   * Reconciliation * The Value of Each Person * Justice * Zeal * Audacity |