

## Position description: Case Manager- Targeted Care Packages

### ROLE PURPOSE

The Targeted Care Case Manager (Key Worker) provides support and intervention to parents and carers for children and young people who are at risk of entry into care or who are transitioning from care. This role may also include case management of children and young people on Family Options packages.

The position may include conducting family reunification and preservation assessments, carers reviews, case plan development and review, monitoring of care placements including on call (out of hours phone support) and providing case management for contracted Child Protection clients where appropriate.

A key focus of the role is to work in partnership with Child Protection and other support services, as well as children, young people, parents and carers to provide a holistic trauma informed service using the Best Interests Case Practice Framework.

The Key Worker will be a part of Baptcare's Family and Community Services programs, which offers a range of case management, assessment, brokerage support, planning and respite activities to families residing in Victoria. The home office location for this role will be based at the Family and Community Services in the Western suburbs and will be able to access other Baptcare work locations and utilize Baptcare's work from home process.

### Part A: Organisation

Baptcare's Vision, Mission and Values		
<b>Mission:</b> Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.		
<b>Vision:</b> Communities where every person is cherished.		
Our Mission and Vision are lived through our WE CARE values:		
We care about...	Our Customers We care about...	Our Team We care about...
Wellbeing	... You living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.	... Strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.
Ethics	... Being genuine with you, leading with integrity and fulfilling Baptcare purpose in harmony with community expectations.	... Being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.
Co-creating	... Building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.	... Building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.
Accountability	... Fulfilling our commitments to you and accepting our responsibilities to continually improve.	... Fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.
Respect	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.
Effectiveness	... Being focused on achieving the best outcomes for you, with you.	... Ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.

### Part B: Position specifications

Relationships	
Division:	Service and Operations – Family and Community Services (FACS)

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Reports to:	Program Manager
Internal:	Team Leader, other Baptcare services such as out of home care, integrated family services, disability services and family violence
External:	Child Protection, Department of Health and Human Services (DHHS), other providers of family and community services, and key stakeholders such as local councils, schools and Community Service Organisations; families.

Dimensions		
Annual Operating budget:	N/A	
Staff	Direct	N/A
	Indirect	N/A

Delegations and authorities	
Capital expenditure:	N/A
Operating expenditure:	N/A

Key Accountabilities
<ul style="list-style-type: none"> <li>• Provide quality service provision to children and young people on targeted care or similar packages.</li> <li>• Liaise with family of origin regarding their children in care as appropriate</li> <li>• Be involved in all functions of assessment and support of carer and birth families</li> <li>• Maintain records including case notes, reports, plans and statistics within required timelines</li> <li>• Develop and maintain positive relationships with the Department of Health and Human Services (DHHS), Child Protection, and other government and community organisations</li> <li>• Comply with relevant standards and legislation, Baptcare and DHHS policies and procedures</li> <li>• Participate in and contribute to program development and innovation</li> <li>• Contribute positively to team work and culture</li> <li>• Commitment to the safety, well-being and best interests of children and young people, and duty of care in the prevention, identification, and response to child abuse.</li> <li>• Commitment to the special needs of children, vulnerable people and people with a disability; people from a culturally or linguistically diverse background; and/or Aboriginal and Torres Strait Islander people.</li> </ul>

Key Tasks
<ol style="list-style-type: none"> <li>1. Provide quality service provision to children and foster carers on Targeted Care or similar packages <ul style="list-style-type: none"> <li>• Be actively involved in proposal development and/or matching children with carer/ families, taking into consideration the child and capabilities of the parent/ carer family</li> <li>• Liaise between the child's family of origin, carer family and the referring worker providing advice, support, supervision, direction and management of the child's placement</li> <li>• Manage a caseload of packages including undertaking case contracted case management</li> </ul> </li> </ol>

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<ul style="list-style-type: none"> <li>• Participate in the duty/ intake roster on a weekly basis and in an after hours on call roster as required.</li> <li>• Complete holistic and trauma-informed comprehensive risk assessments of the needs and safety of children, young people and their families using the Best Interests Case Practice Framework</li> <li>• Liaise with Child Protection in relation to care needs and risks to children and young people as required</li> <li>• Make referrals and link parents/ carers and children in to community supports and services.</li> </ul>
<p>2. Liaise with family of origin regarding their children or young person</p> <ul style="list-style-type: none"> <li>• Support and supervise children and young people’s contact with their family of origin as required</li> <li>• Provide updates on the child’s well being to family of origin as necessary and where required under case contracting arrangements.</li> </ul>
<p>3. Be involved in all functions of assessment and support of carer and birth families</p> <ul style="list-style-type: none"> <li>• Complete carer assessments in readiness for the Carer accreditation panel where relevant</li> <li>• Build rapport with parent/ carers, ensuring effective communication in relation to the child’s and carer’s needs in the placement</li> <li>• Support carers and their household members to maintain full compliance in relation to suitability checks, mandatory training, registration on the Carer Register</li> <li>• Provide regular supervision of the carer through telephone contact, home visit and other forms of liaison that enables monitoring of the safety and wellbeing of the child in placement, and the wellbeing and development of the carer</li> <li>• Support carers in sustaining placements for children and young people; where appropriate assess carers for permanent care of children and young people</li> <li>• Conduct assessment and interventions to ensure parents/ carers are able to ensure the safety of the child in their care</li> </ul>
<p>4. Maintain records including case notes, reports, plans and statistics within required timelines</p> <ul style="list-style-type: none"> <li>• Complete high quality assessments, plans, reviews, case notes, supervision and reports within required timeframes</li> <li>• Maintain up-to-date client records within Baptcare and Child Protection guidelines</li> <li>• Complete required performance and statistics reporting</li> <li>• Ensure that risk management and monitoring obligations are fully met, e.g. Quality of Care and Incident Reporting requirements</li> </ul>
<p>5. Develop and maintain positive relationships with DHHS Child Protection, other government and community organisations</p> <ul style="list-style-type: none"> <li>• Maintain regular positive contact with Child Protection Workers</li> <li>• Attend relevant network meetings</li> <li>• Attendance at Targeted Care panels and reviews</li> </ul>
<p>6. Comply with relevant standards and legislation, Baptcare and DHHS policies and procedures</p> <ul style="list-style-type: none"> <li>• Maintain updated knowledge of and work within relevant standards and legislation including but not limited to the <i>Children, Youth and Families Act 2005</i>, <i>Child Safe Standards</i>, the <i>Carer Recognition Act 2010 (Cwlth)</i> and <i>2012 (Vic)</i> and Work Health and Safety requirements</li> <li>• Maintain updated knowledge of and work within Baptcare and DHHS policies and procedures</li> <li>• Visibly demonstrate work health and safety leadership and personal commitment to working with all Baptcare stakeholders to achieving a Zero harm workplace</li> <li>• Give evidence in relevant courts to support the best interests of children and young people</li> <li>• Support practice that is family and culturally sensitive</li> </ul>
<p>7. Participate in and contribute to program development and innovation</p> <ul style="list-style-type: none"> <li>• Actively participate in supervision, training and development opportunities</li> <li>• Attend and contribute to team meetings, planning days, and staff meetings</li> <li>• Actively contribute to innovation and service improvements</li> </ul>

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<ul style="list-style-type: none"> <li>• Represent Baptcare at external meetings and forums</li> </ul>
<p>8. Contribute positively to team work and culture.</p> <ul style="list-style-type: none"> <li>• Share information and support colleagues</li> <li>• Respect and value differences</li> </ul>

**Part C: Person specification**

Key selection criteria	
	<ol style="list-style-type: none"> <li>1. Excellent family and child assessment skills including risk assessment of children and young people as well as assessment of caregivers</li> <li>2. Demonstrated case management skills with complex families and at risk children and young people</li> <li>3. Knowledge and experience of maintaining positive working relationships with Child Protection Services and other professionals and families in challenging situations</li> <li>4. Understanding of and ability to apply therapeutic models and theories around trauma and child development that enable positive change and demonstrated ability to apply these in practice</li> <li>5. Capacity to work effectively with families from a range of cultural and socio economic backgrounds</li> <li>6. Non-judgmental and respectful approach to working with families and Child Protection</li> <li>7. Knowledge of the Best Interest Case Practice Framework</li> <li>8. Ability to engage in reflective practice and supervision with supervisor</li> <li>9. Well-developed written and verbal communication skills</li> <li>10. Ability to work within a multi-disciplinary team environment by sharing information, supporting and respecting colleagues</li> <li>11. Sound organisational and time management skills</li> <li>12. Working from a strength based perspective.</li> </ol>

Qualifications	
Essential:	A tertiary qualification in Social Work, Psychology or equivalent
Desirable:	Qualifications in family therapy, child development and trauma

Other	
Essential	<ul style="list-style-type: none"> <li>• Minimum of 2-3 years case management experience</li> <li>• Current Police Check (national and international if relevant)</li> <li>• Current Working with Children's Check</li> <li>• Victorian Driver's Licence</li> </ul>
Desirable	Competency in the use of computer software

DECLARATION	
Essential	My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.



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Employee	Name: ..... Signature: ..... Date: / /
Baptcare representative	Name: ..... Signature: ..... Date: / /