

# Position Description

<b>Position title</b>	Residential Care Case Manager
<b>Program/Unit</b>	Out of Home Care - Barwon
<b>Document ID</b>	PD-F-177
<b>Term</b>	
<b>Classification</b>	Dependent on qualifications & experience
<b>Position reports to</b>	Residential Care Coordinator, Barwon

## Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies - the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers - we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, NSW and WA.

MacKillop has almost 1,100 staff, operating out of more than 40 sites, and has forecast annual revenue for the 2018/19 financial year of over \$125 million.

Just like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

## Our vision

All children, young people and families are safe, thriving and connected to culture and community. MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

## Our values

**Justice:** We believe in the right of all people, regardless of belief or culture, to be treated justly and fairly;

**Hope:** We commit to creating an atmosphere of hope where people find meaning in their experiences and relationship;

**Collaboration:** We commit to working in a collaborative spirit through cooperation, coordination, and partnership;

**Compassion:** We commit to creating an attitude of openness to others and to their circumstances; and

**Respect:** We seek to listen and learn from each other and to build relationships with respect.

## Position purpose

MacKillop's Out of Home Care (OOHC) programs provide residential care, home based care, lead tenant and case management support for young people with high and complex needs, as well as a therapeutically oriented program for young people in protective placements.

This position is situated within the Residential Care program, which is part of the OOHC Division.

## Primary objectives

As a Residential Care Case Manager, you will be instrumental in the provision of high-quality case management and support services to young people living within our Residential Care homes. Reporting to the Coordinator, you will be effectively working collaboratively with our dedicated Residential Care Workers and other key stakeholders to provide the best outcomes for the young people.

## Key result areas and responsibilities

### Case Management

The Case Manager will:

- Develop, monitor and regularly review each placement against the Looking After Children (LAC) Care Plan and Department of Health and Human Services (DHHS) Case Plan.
- Engage young people in goal setting.
- Participate in relevant formal and informal Case Plan meetings, Care Team Meetings, professionals meetings and other forums pertaining to the planning and care of the young people residing in the residential units ensuring that the statutory requirements of case management for all cases are met.
- Provide individual support and guidance to young people experiencing difficulties in relation to education, vocational training, employment, health, family, etc.
- Undertake appropriate case notes and service recording on CRIS/CRISSP as required.
- Provide support and consultation to staff regarding school issues, education progress and plans.
- Liaise with the DHHS, other agencies and professionals, parents and families where appropriate.
- Ensure all young people residing in the residential homes have access to recreation, educational and social activities that encourage positive participation in the community and increased self-esteem.

- Assist the development and enactment of individual programs for young people in consultation with the Coordinator.
- Provide emotional and practical support when required for young people in situations such as court appearances, family access and/or contact, etc.
- Ensure that the rights of young people are protected and respected at all times.
- Contribute information and ideas to individual programs for young people and assist in their implementation.
- Assist in the creation of a warm, secure and structured environment for all young people.
- Work in a therapeutic manner with young people and provide guidance and leadership to Residential Care Workers and volunteers around therapeutic care.
- Provide opportunities for and encourage young people to invite family members, relatives and friends to the residences as appropriate, as well as to telephone, write and maintain significant contacts in general.

### **Supervision**

The Case Manager will:

- Ensure the implementation of the case plans for each young person is being followed in consultation with the Coordinator and other staff as appropriate.
- Promote the involvement of the family of each young person residing in residential homes where appropriate.

### **Coordination**

The Case Manager will:

- Arrange and participate in LAC case assessments, planning and review processes.
- Liaise with, and provide reports to, the DHHS in relation to referrals, case contracting, case reviews, placement support grants and similar matters.
- Coordinate with colleagues and other community organisations to support the placement of each young person, and assist their integration into the community, and subsequent move to permanent placement, return home, or independent living.

### **Team Participation**

The Case Manager will:

- Participate in a team approach to service delivery and actively support the Sanctuary model in all aspects of the work in line with the seven Sanctuary commitments; Open Communication, Nonviolence, Emotional Intelligence, Social learning, Democracy, Social Responsibility and Growth and Change.
- Constructively participate in supervision with the Coordinator.
- Participate in appropriate professional development opportunities and performance appraisal.

- Foster a spirit of cooperation with open communication and conflict resolution skills.

### **Service Development**

The Case Manager will:

- Participate in the development and review of procedures, standards and policies for the Service.
- Contribute to policy and program development and best practice standards within the organisation.
- Participate in program and service reviews.
- Attend appropriate program meetings.
- Participate in appropriate community meetings, forums and committees.
- Implement the mission and values of MacKillop.

### **Occupational Health and Safety (OH&S)**

The Case Manager will:

- Take all reasonable and practical steps to ensure the workplace is safe in accordance with OH&S policies and procedures and ensure regular consultation with the relevant representative.
- Ensure a proactive and timely response to OH&S issues raised by staff.
- Participate on MacKillop OH&S committees as required.
- Ensure the correct and timely local implementation of Work Cover and Rehabilitation or Return to Work policy and procedures.
- Ensure OH&S responsibilities and objectives are addressed as part of regular supervision.

### **Other**

The Case Manager will:

- Assist and liaise with the Coordinator about health and safety and general standards of care for young people.
- Maintain a working familiarity with the contents of the MacKillop Operations Manual and Residential Care Workers Manual, and review regularly for any changes in policy or procedure.
- Participate in regular supervision with the Coordinator.
- Undertake other duties as required.

## Key selection criteria

The incumbent will have:

- The appropriate tertiary qualifications.
- Sound professional knowledge and theory base.
- Extensive experience in adolescent welfare practice.
- Demonstrated professional case management skills, especially in crisis intervention and behaviour management.
- Well-developed interpersonal and communication skills.
- Ability to work as a team player within a small multi-disciplinary team.
- Knowledge of LAC and the CRIS/CRISSP computer programs is viewed as desirable.
- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families.
- Understanding and commitment to the objectives and values of the organisation and a capacity to represent MacKillop views as required by the role.
- Support of the mission and ethos of MacKillop Family Services.

## Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's OH&S policy and strategy.
- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.

The incumbent must possess a:

- Valid and current Victorian Driver's Licence.
- Valid and current Victorian Working with Children Card.
- Satisfactory criminal history check conducted by MacKillop Family Services.
- Satisfactory Disqualified Carer Check.

## Approval

<b>Approver's full name:</b>		<b>Date:</b>	
<b>Approver's position title:</b>			
<b>Incumbent's full name:</b>			
<b>Incumbent's signature:</b>		<b>Date:</b>	



*MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.*