



Good Shepherd

Australia New Zealand

Position description

Title	Family Services Case Manager
Reports to	Team Leader – Family Services
Direct Reports	None
Classification & Salary	SCHADS Level 5 (\$80,640.56 + super + salary packaging)
Employment Status	Full time, Fixed Term Contract
Primary Location	St Albans
Date	May 2020
Good Shepherd Australia New Zealand (GSANZ)	
<p>Our three-year strategy outlines the world we want to see and our role advancing in 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 support our communities to thrive.</p> <p>We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.</p>	
Role Purpose	
<p>Our Safety & Resilience services are delivered across Victoria and New South Wales, and include integrated family services, a range of family violence response services, counselling and case management for children, young people, women and families, support for those who are homeless or at risk of homelessness (including refuge accommodation for women and children who have experienced family violence). Support groups and workshops are offered in community settings to meet the identified needs of vulnerable children, young people, women and families. All of our services are informed by the latest evidence and research and adopt a best practice approach. We are committed to continuous improvement, innovation and delivering measurable outcomes. Our services are strengths based, client-centred and underpinned by our mission and values.</p> <p>Our Family Services teams 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.</p>	

Key Responsibilities

- 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

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service in line with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd 's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred 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
- Maintain agreed service level agreements
- 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 Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Appropriate tertiary qualification in Social Work, Psychology, or a related tertiary discipline is essential
- Demonstrated experience in case management and casework including the ability to carry out assessment and make recommendations on service response.
- Demonstrated knowledge of relevant DHHS policy and practice frameworks and legislation.
- Demonstrated experience working from a competency/strengths-based solution focused framework with families and individuals presenting with complex needs and behaviours (e.g. substance abuse, mental health, parenting issues, disability, relationship issues) and/or from CALD or indigenous backgrounds.
- Demonstrated experience in facilitating parenting programs and/or group work with children, young people and families.
- Demonstrated knowledge and understanding of working within the 'Best Interest Case Practice Model.'
- 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.
- Excellent organisational, interpersonal and communication skills, including:
 - Interviewing and counselling skills
 - Writing skills – reports, correspondence, case notes, records/data entry
 - Oral skills – liaison, consultation, negotiation, telephone
 - Advocacy skills
 - Networking skills.
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

Key Selection Criteria

1. Tertiary qualification in Social Work or similar level qualification in a human services discipline such as Psychology.
2. Demonstrated ability to use a range of active engagement strategies, assessment, intake, and case management with vulnerable and at risk children, young people and their families within the Child Protection and Best Interests Frameworks and being creative in meeting their needs.
3. Demonstrated understanding of a culturally diverse community and the ability to practice in a culturally safe and competent way with people from culturally and linguistically diverse (CALD) communities and Aboriginal families.
4. Demonstrated and sound understanding and experience in collaboration with a range of professionals in a care team approach.
5. Demonstrated understanding of social justice principles and community capacity building, and an ability to contribute to the mission and spirit of the agency.
6. Excellent written, organisational, interpersonal and communication skills.

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.

- Value of each person
- Reconciliation
- Justice
- Zeal
- Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.