

Position Description

Pregnancy and Family Support Case Manager (SACS Level 5)
Caroline Chisholm Society

The Caroline Chisholm Society

The Caroline Chisholm Society (the Society) is an agency providing a range of support and assistance to pregnant women and parents with young children. It delivers services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment.

The Society's values are respect for life, compassion and caring, social justice, empowerment, recognition of diversity, and accountable best practice. Our services are characterised as having a child focus and being family centred, being flexible and responsive, acknowledging the expertise of family, providing positive pregnancy support, connecting families with communities and promoting safety.

More information about the Society is available at <http://www.caroline.org.au/>, in our constitution and in our annual reports.

Nature of the role of the Pregnancy and Family Support Case Manager (SACS Level 5)

Pregnancy and Family Support Case Manager (SACS Level 5) at the Caroline Chisholm Society delivers support services to families including assessment, counselling, single session & short-term casework, case management, referral and advocacy.

The role requires staff to work with 8-14 clients in an ongoing capacity and several clients for single session and short-term casework including welfare appointments and brief contacts. All caseworkers at the Caroline Chisholm Society are required to support us to offer a welcoming environment for unexpected needs of women, children and families including by answering the telephone, opening the door, offering counselling and providing new and pre-loved goods at appointments as part of our duty program, located in the Moonee Valley.

Working closely with all stakeholders, the Pregnancy and Family Support Case Manager (SACS Level 5) is charged with:

- upholding and promoting the values and objectives of the Society,
- senior case management, with the ability to respond to complex cases, to work autonomously and to support colleagues with their case management, including experience with,
 - improving women's access and participation in antenatal and postnatal services through direct client services, active outreach to support services.
 - leading parent education groups focussed on the early years and parenting.
 - engaging with Maternity Services, and Maternal and Child Health Services.
- senior single session and short-term case work,

- client related record keeping and data entry with limited oversight,
- leading allocated areas of agency and administrative duties, and
- continuous professional development.

Accountabilities of the Pregnancy and Family Support Case Manager (SACS Level 5)

The Pregnancy and Family Support Case Manager (SACS Level 5) reports to the Director of Programs and work plan targets are agreed from time to time with their line manager. The Pregnancy and Family Support Case Manager (SACS Level 5) is accountable for:

1. *Promoting the values of the Caroline Chisholm Society:* For example, by carrying out casework consistent with the values, mission and objectives of the Society and being willing to speak publicly about the work of the Caroline Chisholm Society.
2. *Independently managing cases:* For example, by making assessments including of risk factors present within a family in relation to the Best Interest Framework, preparing Family Action plans, understanding and practicing principles of diversity, including when working with people from CALD and Indigenous back grounds, presenting clients when necessary in supervision and maintain client records and confidentiality.
3. *Ensuring the unexpected needs of women, children and families are met:* For example, by assist other workers with clients, including by answering the telephone, opening the door, offering counselling and providing new and pre-loved goods at appointments as part of our duty program.
4. *Leading and providing an example of good conduct in the workplace:* For example, by completing administrative tasks and reports, collecting statistics, participating in QA activities, evaluation and monitoring
5. *Developing as a professional:* For example, by participating in networking and training.
6. *Other duties:* A line manager may within reason request the Pregnancy and Family Support Case Manager (SACS Level 5) to perform other duties which are auxiliary and peripheral to normal duties.

Key Selection Criteria

The successful candidate will have responded to each of the following criteria:

1. Values: Share and promote the values and objectives of the Caroline Chisholm Society
2. Casework: Have extensive casework experience and a strong understanding of pregnancy and teaching early parenting skills in complex family environments; and working with at-risk vulnerable women and children.
3. Experience: Have extensive experience in a specialisation which could include maternal and infant health education, including active outreach in maternal and infant supports.
4. Judgment: Demonstrated ability to exercise judgement in dealing with crisis situations and asses risk to safety of self and others. Demonstrated ability to provide leadership to colleagues and work independently within the policies and procedures of Caroline Chisholm Society while being responsive to direction.
5. Communication: Highly developed oral and written communication and negotiation skills. Demonstrated skills in providing supportive team environments with colleagues

6. Operations: High-level organisational, administration and time management skills. Extensive experience with MSOffice, databases and online reporting systems.
7. Hold relevant tertiary qualification.
8. *Desirable experience:*
 - Non-directive counselling – both in person and telephone supports for women in crisis. An ability to provide counselling and support for women at risk of homelessness, mental health and social isolation.
 - Family Violence – extensive knowledge of family violence as well as knowledge of the risk assessment frameworks in the Common Risk Assessment Framework (CRAF) and the Best Interests Case Practice Model in the context of family violence.
 - Therapeutic Services – experience in providing therapeutic maternal and infant support

Appointment is subject to holding a current driver's licence, and successful conclusion of a police records and working with children check.

Conditions of employment

- EFT: 1 (76 hours per fortnight)
- Packages are commensurate with experience and flexible working arrangements are available to be agreed between the incumbent and the CEO.

All full-time and part-time Society employees may choose to package their salaries which may result in tax advantages to the employee.

- Location:
1 Darebin Place, Caroline Springs and 977 Mt Alexander Road, Essendon

Conditions as negotiated

Incumbent	
Position Title	Pregnancy and Family Support Case Manager
Classification (incl. Pay Point):	
EFT:	Full time (76 hours per fortnight)
Contract end date:	
Other Conditions:	Consistent with the Award