

Position Description

Position Title	Case Manager – Foster Care
Team	Foster Care
Reports to	Foster Care Program Manager
Direct Reports	Nil
Contract	Full Time, Fixed Term 18 months (3-month probationary period)
Date effective	July 2020
Award	SCHADS Level 4 Pay Point 2, plus salary packaging benefits
Location	Across the Youth Resource and Administration Centre in Richmond and Hub in Melbourne’s Inner North.

Organisational Context

Lighthouse Foundation support and care for some of Australia’s most vulnerable young people, children and babies who typically come from backgrounds of long-term neglect and abuse. The young people in our care include teenagers, young parents, girls fleeing forced marriages and children experiencing placement breakdowns in the Foster Care system. Lighthouse provides these young people with a home, a sense of family and therapeutic care that’s trauma informed and individually tailored to help them rebuild their lives.

Our model of care is based on 60 years of empirical research and considers not just a child’s home environment but their need to form daily routines and meaningful relationships within a community. Lighthouse implements the model by accommodating young people in suburban homes with genuine 24-hour physical and psychological support. Each home is managed by experienced Carers with assistance from clinical professionals and dedicated volunteers. This forms a community of support around each young person, giving them the opportunity to confront their trauma and heal in a safe holding space.

Over the past 29 years, Lighthouse has successfully supported more than 1,000 young people to break the cycle of homelessness, move in to employment and educational opportunities and overcome their damaging life experiences.

Vision

To end youth homelessness together

Mission

To transform the lives of young people, children and babies in need, together with the community.

Our Values

Respect
Courage
Kindness

Primary Purpose of the Position

The overall purpose of the Case Manager role, with direction and support from the Foster Care Program Manager, is to provide leadership, support and guidance to both Lighthouse Foster Carers and Therapeutic Carers in a cluster of Foster Carer homes.

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First Created: Jun 2019	Last Review: Jul 2020
	Next Review: Jul 2021

The Case Manager will work closely with the Psychological Wellness Team and Clinical Care Manager to ensure that care is administered consistently with the Lighthouse Therapeutic Model of Care. The role will support Foster Carers in their day-to-day management of the home and children/young people, and will advocate for the needs of Foster Carers and children/young people in the homes through therapeutic supports.

The Case Manager will oversee and inform communication with all stakeholders in relation to Lighthouses statutory clients.

The Case Manager will recruit and assess prospective Foster Care families, provide placement matching, support with transitions, and case management where required.

Key Responsibilities

Role Specific Requirements	
Area of Responsibility	Activities <i>(performance measured against activities during reviews)</i>
Recruitment and Assessment of prospective Foster Carers	<ul style="list-style-type: none"> • Follow all procedural requirements for on-boarding a new caregiver including ensuring that all the checks are completed. • Follow the step by step guidelines for the assessment of new applicants including making recommendations for approval and training requirements to the panel. • Facilitate Shared Lives Induction training, this may be on the weekend or on an evening.
Supervision of Foster Carers	<ul style="list-style-type: none"> • Provide ongoing support, feedback, guidance and supervision to the Foster Carers in a cluster of homes on a regular basis. • Participate in carers meetings and trainings. • Role model a leadership style that is relationship driven and consistent with the Lighthouse Therapeutic Model of Care. • Ensure awareness and compliance with Lighthouse policy and procedures and reporting breaches and concerns to the Foster Care Program Manager. • Oversee and approve all communication to stakeholders pertaining to statutory young people. • To liaise and network with external professionals, workers and volunteers. <p><i>Indicators:</i></p> <ul style="list-style-type: none"> • Attend Carers cluster group supervision fortnightly. • Attend and report concerns in a fortnightly supervision with the foster Care Program Manager. • Approve all incident reports, daily's and other communication prior to submission. • Attend quarterly community network meetings.
Monitoring Foster Care Placements	Visit the homes and meet with Carers regularly to ensure:

	<ul style="list-style-type: none"> • Young people are being provided with a high standard of care in line with DHHS requirements, including meeting with the child separately at monitoring visits. • Care is administered in accordance with the Lighthouse Therapeutic Model of Care. • Report positive experiences by the Carers and children/young people so they can be acknowledged by the Care Team. • Encourage a holistic attachment and trauma-informed approach to care, maintain dignity, privacy and individuality of each child/young person incorporating psychological, social, cultural and spiritual needs. • Contribute to Individual Development Plans (IDP) to identify areas of strengths, improvements and concerns regarding care; report these to the Clinician and Foster Care Program Manager to work collaboratively with the Care Team to formulate a plan of action to best meet the needs of the child/young person. • Maintain team morale, develop good communication and interpersonal relations in the Foster Care homes inclusive of the Hub motivating Carers towards a high standard of care. • Develop care and contingency plans in accordance with the Care Team. • Monitor and facilitate conflict resolution in the homes. <p><i>Indicators:</i></p> <ul style="list-style-type: none"> • Visit each of the Foster Care homes fortnightly to monitor the placements. At times this may be increased to weekly to help stabilise the placements should it be at risk of a placement breakdown. These visits could occur in the evenings or on weekends. • Work closely with the Therapeutic Carer(s) to ensure that the supports they are providing are meaningful and effective as well as responsive to the Foster Carer and child/young person's needs. • Attend children/young people's Care Team meetings when possible. • Attend and participate in weekly staff Care Team meetings, report areas of concern with children/young people and contribute to the formulation of IDPs. • Support Carers to write and distribute incident reports. • Document in home visits on the On for Life Database. • Facilitate supported conversations between children/young people and Carer if and when required, and that the documentation of these meetings are noted in the child/young person's and Carer's case notes.
<p>Child/Young Person Support</p>	<ul style="list-style-type: none"> • If case management is required as part of the contract, oversee all aspects of case management. Maintain all statutory files and protocols required in Looked After Children (LAC) documentation as required.

	<ul style="list-style-type: none"> • Visit with the child/young person separately from the Carers as set out in terms of frequency for their contract. Record all visits in the database. • Support with any incident management that may be required. • Contribute to the IDP and ensure all stakeholders are kept informed of progress or any changes. • Advocate for progression of the child/young person's plan. <p><i>Indicators:</i></p> <ul style="list-style-type: none"> • Attend IDPs, and children/young people's Care Team meetings where possible and review with both Foster Carers and Therapeutic Carers. • Support young people with any court appearances. • Complete any necessary reports for court hearings.
Relationship Management (Internal and External)	<ul style="list-style-type: none"> • Collaborate with other service providers/agencies for the benefit of the child/young person. • Work with DHHS and/or external service providers, inclusive of other Lighthouse Foundation services, to ensure that children's transitions into the Lighthouse Foster Care Program is therapeutic and in the child's best interest.
Organisational Specific Requirements	
Organisational Participation	<ul style="list-style-type: none"> • Attend Model of Care training annually. • Attend team meetings, team group processes, whole staff meetings and planning days. • Contribute to the implementation of Lighthouse's strategic plan. • Contribute to collaborative practice across the organisation. • Backfill any therapeutic carer shifts if required. • Take part in the manager on call roster. • Work alongside the senior administrator to ensure the Hub maintenance requirements are tended to.
Sector Participation (as required)	<ul style="list-style-type: none"> • Attend any Foster Care network meetings held that are held by the Centre for Excellence. • Complete familiarisation training of Shared Lives and Step by Step assessment familiarisation training. • Attend any DHHS meetings required.
Professional Development	<ul style="list-style-type: none"> • Participate in regular supervision, professional development and review meetings. • Attend regular group processes and trainings as required. • Contribute to a culture that is reflective, inclusive and open.

OH&S	<p>Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and young people including following safe working procedures and instructions.</p> <ul style="list-style-type: none"> • Complete First Aid, CPR and Infection Control training. • Complete Restraint Fitting training. • Complete De-escalation training.
Legal & Regulatory Compliance	<ul style="list-style-type: none"> • Comply with legislation and regulations applicable to the role. • Ensure all Foster Care processes of looking after children are adhered to. • File Management – ensuring all caregiver checks are carried out when required and up to date and files contain all the information required as set out by the DHHS. • Incident Reporting – is timely and approved prior to submission, ensuring the incident reporting process is followed and escalation to the on-call manager occurs.
Risk	<p>All Lighthouse staff are responsible for considering, identifying, reporting and addressing risks.</p>
CQI – Evaluation of Service	<p>All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks.</p> <ul style="list-style-type: none"> • Case Managers will participate in Annual Reviews with Foster Carers to seek their views on providing Foster Care • Case Managers will evaluate service provision with children and stakeholders.
Commitment to Lighthouse Culture	<p>Staff are expected to participate in the processes and practices that uphold the Lighthouse culture.</p>
Commitment to Trauma Informed Practice	<p>Staff are to:</p> <ul style="list-style-type: none"> • Engage in personal and professional development to integrate their understanding and response to people and systems that have been impacted by trauma. • Create or maintain a physical and emotional environment that promotes healing. • Engage in conflict resolution processes when required.

Qualifications and Licences

- Hold a minimum Bachelor's Degree in social work or a related discipline, e.g. counselling / psychology
- Current Full Driver's license
- Current Criminal Records Check
- Current Working with Children Check
- Completion of Shared Lives and Step by Step Training (*Desirable*)

Key Selection Criteria

Essential

- Minimum of 3 years' experience in a similar role
- Understanding of the challenges that children / young people in care experience
- Excellent written and verbal communication skills
- Ability to work within a team environment
- Commitment to and understanding of the vision and work of Lighthouse Foundation
- Ability to plan, prioritise workloads and meet deadlines as required
- Experience with conflict resolution and mediation

Desirable

- Previous experience working in child protection, either in a not-for-profit or government organisation, and/or knowledge of Lighthouse practices (e.g. trauma informed practice, attachment)
- Understanding of psychodynamic theory
- Experience in case management
- Experience supporting or working with Foster Carers

Employment Conditions

- Full Time, Fixed Term 18 months (3-month probationary period)
- Compliance with Lighthouse Foundation's Code of Conduct, including the Child Safe Code of Conduct, policies and procedures
- Lighthouse Foundation takes all reasonable steps to facilitate and maintain a safe environment for children, young people and all participants of our service. It is for this reason that Lighthouse requires all potential employees to undergo a psycho-social assessment prior to confirmation of employment.
- Terms and conditions of employment are outlined in employment contracts

Manager

Name:

Signature:

Date:

Performance review period:

Staff Member

Name:

Signature:

Date:

Next review date:

Note: The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed by incumbent and manager before inclusion.

The role description should be reviewed formally during the annual planning and performance assessment process.