

Position Description

Position Title	Case Manager – Therapeutic Foster Care
Team	Foster Care
Reports to	Foster Care Team Leader
Direct Reports	Nil
Date effective	October 2020
Award	SCHADS Level 4 (pay point negotiable), plus salary packaging benefits
Location	Richmond Office and Hub in Melbourne's Inner North

Organisational Context

Lighthouse Foundation operates clinical services to improve the lives of young people, children and babies who have been affected by complex trauma and are experiencing, or likely to experience youth homelessness. The Lighthouse Model of Care (LMC) is a holistic therapeutic treatment program which draws on over 60 years of empirical research into human development across the fields of psychology, psychiatry, trauma and neurobiology. Framed by trauma informed practice and informed by attachment and psychoanalytic theory, the LMC weaves together and integrates these frames to create a therapeutic treatment environment in which the mental and physical health and wellbeing as well as social, emotional, cultural and educational capacities of young people in Lighthouse homes are developed and enriched.

Lighthouse's therapeutic Foster Care Program is based on a Hub concept which sees a centralised Lighthouse home surrounded by 10 foster families from the Northern Suburbs of Melbourne. The key feature of the Foster Care Program is the centralised Hub home; where children and Foster Carers will experience the Hub as a place they can come together for activities such as therapy, art and drama, for community connection and support, or for overnight respite. The home is supported by Lighthouse's therapeutically-trained Carers and clinical oversight is provided for every family and child.

Vision

To end youth homelessness together

Mission

To increase the availability of the Lighthouse Model of Care to homeless young people throughout Australia.

Our Values

Respect
Courage
Kindness

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

Primary Purpose of the Position

The primary purpose of the Case Manager role, with direction and support from the Foster Care Team Leader, is to provide case management of therapeutic foster care placements for children/young people aged 0 – 17 years.

The Case Manager will provide leadership, support and guidance to both Lighthouse's Foster Carers and Therapeutic Carers. The Case Manager will also recruit and assess prospective Foster Care families, provide placement matching and support with transitions.

The Case Manager will work closely with the Psychological Wellness Team 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 Lighthouse's statutory clients.

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.
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 report breaches and concerns to the Foster Care Team Leader. 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. Attend and report concerns in a fortnightly supervision with the Foster Care Team Leader.

	<ul style="list-style-type: none"> • Approve all incident reports, daily reports and other communication prior to submission. • Attend community network meetings.
Monitoring Foster Care Placements	<p>Visit the homes and meet with Carers regularly to ensure:</p> <ul style="list-style-type: none"> • Children/young people are being provided with a high standard of care in line with DHHS requirements, including meeting with the child/young person 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. • Identify areas of strength, improvement and concern regarding care; report these to the Clinician and Foster Care Team Leader 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 and participate in children/young people's Care Team meetings. • Attend and participate in fortnightly internal Care Team meetings to discuss the children/young people. • Support Carers to write and distribute incident reports. • Document in home visits in EDDI. • Facilitate supported conversations between children/young people and Carer(s) if and when required, and that the documentation of these meetings is held in the child/young person's and Carer's case notes.

Supporting Children and Young People	<ul style="list-style-type: none"> • Provide all aspects of case management and maintain all statutory files and protocols, including Looking After Children (LAC) documentation as required. • Visit with the child/young person separately from the Carers as set out in terms of frequency for their contract. Record all visits in EDDI. • Support with any incident management that may be required. • Advocate for progression of the child/young person's care plan. <p><i>Indicators:</i></p> <ul style="list-style-type: none"> • Attend children/young people's Care Team meetings 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/young people's transitions into the Lighthouse Foster Care Program is therapeutic and in the child/young person's best interests.
Organisational Specific Requirements	
Organisational Participation	<ul style="list-style-type: none"> • Attend internal Lighthouse 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 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 Shared Lives and Step by Step training. • Attend DHHS meetings as 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	All Lighthouse staff are responsible for considering, identifying, reporting and addressing risks.
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. • Case Managers will evaluate service provision with children and stakeholders.
Commitment to Lighthouse Culture	Staff are expected to participate in the processes and practices that uphold the Lighthouse culture.
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 ongoing, 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.