



Family Services Case Manager

Family & Early Childhood Services - Position Description



Version: 18.005000 Owner: Program Manager Family & Early Childhood Services Stage: Issued

Position Overview :

Position Title: Family Services Case Manager

Program/Service: Family & Early Childhood Services

Directly Responsible To: Coordinator Family Services

Classification : Child and Family Services Ballarat Inc. 2017 Enterprise Agreement SW3.1 to SW5.3 dependant upon qualifications and experience

Qualifications: Tertiary qualifications in Social Work, Welfare Studies, Family Therapy, Psychology or related discipline.

Our Vision

Wellbeing, Respect and Safety for all Children and Families.

Our Values

Respect

We believe in **respect**. We have deep empathy and compassion for the communities we serve and we work to empower people.

Collaboration

We embrace **collaboration**. We celebrate inclusiveness and we working together to make a difference, creating strong partnerships with our stakeholders.

Innovation

We are leaders in **innovation**. We have the courage to try new things, to be creative and go above and beyond for the individuals and communities we serve.

Integrity

We have **integrity**. We believe in doing what's right, acting ethically and with honesty.

Organisational Information

Child & Family Services Ballarat (CAFS) is a community service organisation that provides a range of programs and services to children, young people and families who are vulnerable or in need of support.

Our goal is to give every individual the optimal opportunity to live in a safe and nurturing family.

We are governed by a Board drawn from the communities in which we serve and deliver a range of programs to support children, young people and families. These programs and services range from family counselling to homelessness assistance, men's behavioural changes programs and foster care.

With more than 185 staff and 200 volunteers in offices in Ballarat, Ararat, Bacchus Marsh and Daylesford, CAFS provides help and support to more than 5,000 individuals and families each year across the Victorian Central Highlands region.

CAFS has a long history supporting families, dating back to 1865 with the Ballarat Orphanage and Ballarat Children's Home. Although our programs and services have changed and expanded significantly since these early days, we are just as committed and passionate to helping children and families in need.

Program Outline

Cafs works in partnership with the Central Highlands Family Services Alliance, to provide the Family Services Program. The program targets children, young people and families identified at intake by the Child and Family Intervention, Referral and Support Team (Child FIRST) as vulnerable due to a range of risks, and potentially involved with Child Protection if issues are not resolved.

The aim of service delivery is to promote the safety, stability and development of vulnerable children, young people and their families and to build child, family and community capacity and resilience using the Best Interest Case Practice Model.

Scope of Position

The Family Services Case Manager may work across a range of families. Some Case Manager positions may develop a specific focus (eg working with families with older children or adolescents or working with families with infants). The emphasis may change to meet specific needs and in order to meet targets as specified in Funding and Service Agreements.

Child FIRST, a single Intake and Referral service for the Family Services partner agencies is based at Cafs. The Case Manager may participate in this service on a temporary basis if required.

Duties and Responsibilities

1. Work within the Best Interests Case Practice Framework to provide effective in-home family support and case management service for families and family members, who meet Child FIRST intake criteria.
2. Provide effective and efficient consultation, assessment, planning, case work and case management, case review, and evaluation within the Family Services program.
3. Apply a range of therapeutic intervention strategies and effective problem solving skills to achieve required program and client outcomes.
4. Assist with establishing, maintaining and supporting family support networks across the Central Highlands.
5. Facilitate group work with clients as and when required.
6. Develop and maintain effective working relationships within the Family Services program, other Cafs staff and where appropriate with staff from partner agencies.
7. Maintain accurate and accessible electronic client records in relevant systems as required by funding bodies systems and provide reports as required.
8. Ensure required service agreement targets are met within required timeframes.
9. Actively participate in regular professional supervision with the supervisor (Team Leader or Coordinator).
10. Work to a standard of practice relevant to this position.
11. Actively participate in program planning and reviews and client evaluations as required.
12. Provide effective and efficient support to members of the Family Services team across the Central Highlands area.
13. Actively seek information on relevant practice developments within Family Services and relevant areas of specialisation.
14. Any other relevant duties as required.

Organisational Accountabilities

Genuine commitment to child safety, immediately reporting any child safety concerns appropriately.

Cafs is a White Ribbon accredited workplace and believes that all staff members have the right to work in a safe environment which is free of unacceptable behaviour, discrimination, victimisation, violence and all forms of violence against women.

Health, Safety And Environment :

1. Create, maintain and foster a safe work environment at all times.
2. Follow safe work practices, procedures, instructions and rules at all times.
3. Perform all duties in a manner that ensure personal health and safety, and that of others in the workplace and the general public.
4. Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm or that represent a threat to public safety via RiskMan and to the HSE Committee through your Workplace Representative.
5. Ensure compliance with the provisions of the Occupational Health and Safety Act and Regulations at all times.

Risk Management :

Ensure CAFS' Risk Management policy, program and the application of sound risk management practices within the workplace and community are observed and complied with at all times.

Actively champion the organisational reporting system RiskMan by ensuring all risks, accidents, incidents and feedback (complaints and compliments) are reported through RiskMan in a timely, responsive and responsible manner.

EEO and Legislative Requirements :

Ensure personal compliance with all legislative requirements and lawful management directions.

Ensure understanding and commitment to anti-bullying and anti-harassment legislation and CAFS policies, and ensure all personal interactions in the workplace with employees, clients, customers, students and fellow volunteers do not encompass any element that could be considered bullying or harassment.

Be aware of and have an appreciation for the affirmative action and equal employment philosophy of CAFS.

Quality and Continuous Improvement :

All staff at CAFS are required to participate in the Quality and Continuous improvement process.

This includes making yourself available for training and information sessions.

Participating in feedback on the development of quality documents.

Working with clients to provide feedback (positive and negative) on CAFS processes and services.

Participating in audits, reviews and quality data collection as required and most importantly providing good ideas and thoughts about improvements and changes we can make to make our service to clients better at CAFS

Code of Conduct :

Ensure adherence to the CAFS Code of Conduct.

Other Requirements :

Work within the ethos of Cafs as expressed in its Vision, Code of Conduct and Values and in accordance with legislative requirements, organisational policy/procedures and relevant standards of professional practice. Mandatory requirements before employment and to be maintained during employment are:

- A cleared National Police check (no disclosable outcomes)
- An employment status Victorian Working With Children Check
- A signed International Police Declaration and a cleared International Police Check if necessary
- A current Victorian Drivers Licence
- A signed Cafs Code of Conduct.

Additional Requirements

- Work collaboratively across the organisation to assist with projects, reviews, client packages etc. as and when required.

Key Selection Criteria

1. Values that align with Cafs values.
2. Demonstrated knowledge and commitment to child safety standards.
3. Tertiary qualifications in Social Work, Welfare Studies, Family Therapy, Psychology or related discipline.
4. A solid understanding of working with vulnerable children and families.
5. Demonstrated knowledge of relevant theory as it relates to child and adolescent trauma development, attachment and family systems and relationships.
6. Demonstrated ability to provide therapeutic as well as practical interventions
7. Highly developed case work skills that support child focused risk assessments and interventions.
8. Demonstrated ability in networking and liaising with a range of stake holders including Child Protection, Health Services and Schools etc.
9. Demonstrated ability to engage with families who may be reluctant to engage with services and the ability to sustain involvement with vulnerable families over medium to long term periods.
10. Highly developed written and oral communication skills.
11. Effective problem solving skills., highly developed interpersonal skills and good time management skills.
12. Demonstrated intermediate IT skills in the use of Microsoft Office and client databases.

Further Defined Roles

Classification Level 3

To be classified at this level an employee must:

- have completed a relevant Diploma and ideally a minimum of 1 year employment in a similar position or field; or
- have completed a 3 year degree and ideally a minimum of 1 year employment in a similar position or field;
- work under general direction in functions that require application of skills and knowledge appropriate to the work;
- where prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
- undertake some minor phase of a broad or more complex assignment
- perform duties of a specialised nature
- provide a range of information services
- plan and coordinate elementary community based projects or programs
- perform moderately complex functions including social planning, demographic analysis, survey design and analysis
- contribute to problem solving of limited difficulty using knowledge acquired through work experience or study;
- contribute by exercising initiative in the application of work procedures and establish own goals, objectives and outcomes for their work;
- supervise various functions within a work area for example student placements and volunteers planning their work and undertaking evaluation requirements;
- contribute to planning and coordination of activities in clearly defined work area;
- undertake the management and planning of their own work and duties;
- contribute to the development and training of students on placement and volunteers, supervising various components of their work;
- have sound understanding of program requirements and related procedures.

Classification Level 4

To be classified at this level an employee must:

- have completed a relevant Diploma and a minimum of 4 years employment in a similar position or field; or
- have completed a 3 year degree with a minimum of 2 years relevant experience; or
- have completed a 4 year degree with a minimum of 1 years employment in a similar position or field; and
- work under general direction in functions that require application of skills and knowledge appropriate to the work;
- contribute knowledge in establishing procedures in the appropriate work-related field;
- supervise various functions within a work area or activities of a complex nature;
- undertake a range of work functions which could contain a substantial component of supervision;
- provide specialist expertise or technical advice in their relevant discipline;

- have skills in time management, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers;
- undertake a wide range of activities associated with program activity or service delivery;
- be a specialist with an understanding of the underlying principles in the discipline.

Classification Level 5

To be classified at this level an employee must:

- have complete a relevant degree with relevant experience; or
- completed and associate diploma with substantial experience;
- completed relevant qualifications in more than one discipline;
- work under general direction from senior employees;
- undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals;
- set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations;
- provide expert advice to employees classified at a lower level and volunteers;
- have involvement in establishing organisation programs and procedures;
- plan, develop, and operate a community service organisation of a moderately complex nature.

Internal Files/Links:

[Program Requirements-Family & Early Parenting](#) Family & Early Childhood Services

Summary of Specific Responsibilities

Defined in	Responsibility
Family Services Brokerage Funds : Quality & Compliance	Family Services Case Manager

Other related Team/Group based responsibilities for Family Services Case Manager

Performance Appraisal

Actively participate in Cafs Performance Appraisals as and when required.



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