

Position Description

Position Details

Title:	Case Manager Integrated Family Services
Service:	Integrated Family Services – Families Communities and Culture Team
Reports to:	Team Leader Parent Education
Cost Centre:	0901
Employment conditions:	<ul style="list-style-type: none"> • Is subject to the Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013-2015 • Gateway Health's Code of Conduct, policies, procedures and standards as varied from time to time, including Child Safe Standards.
Classification and Code:	<ul style="list-style-type: none"> • SACS COMM DEV WKR • 0.7 EFT (53.2 hours per fortnight) to June 30th 2021 • Superannuation • Salary packaging as per Agency policy
Performance Review:	Upon completion of probationary/qualifying period, and annually or as requested.
Location:	Wodonga with travel between sites expected.

About Gateway Health

Our Vision	People Living Well
Our Mission	Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health.
Our Values	We care – We work together – We achieve – We learn – We Innovate

These five values reflect the way we interact with consumers, our approach to service delivery & how we look after each other. Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.

Services are delivered by over 380 staff members at sites in Wodonga, Wangaratta & Myrtleford in Victoria, & through outreach services provided across North East Victoria & Southern NSW. A broad range of services are provided by Gateway Health including Bulk Billing Medical Practices, Allied Health, Alcohol & Drug services including Home Based Withdrawal, Counselling services, Gamblers Help, Health Promotion, Chronic Disease Management, Aged Care Services including Assessment, Disability Services, Mental Health, Indigenous, Young Parenting & Men's Behaviour Change programs. Other programs include headspace, Youth Services, Gender Service, Refugee Health & Sexual and Reproductive Health.

Gateway Health is an Equal Opportunity Employer and promotes a workplace that actively seeks to include, welcome and value the unique contributions of all people, including people with disability, young and mature age candidates, Aboriginal people, Torres Strait Islander people, people identifying as LGBTIQ+ and applicants from culturally diverse backgrounds.

Purpose of the Position

The aim of Integrated Family Services is to promote the safety, stability and development of vulnerable children, young people and their families and build capacity and resilience for children, families and communities. The Family Services case work component of integrated family services engages families by using a range of skills and approaches that build on family strengths, and seeks to build a partnerships approach between families and professionals.

The service approach employed by integrated family services case work includes:

- Providing a suite of services tailored to meet the needs of the child, young person and their families, which also reflects case plans developed by DHS.
- Provide intensive early intervention services to avoid premature and unnecessary involvement with Child Protection services.
- Provide support and early intervention strategies where there are risk factors including neglect/cumulative harm indicators present for children and young people and their families
- Using a child-youth centred, family-sensitive approach to ensure services are provided in the best interests of the child
- Working collaboratively with Child Protection to develop effective diversionary responses aiming to prevent families' progression into the statutory Child Protection system.
- Support all stakeholders growing knowledge and understanding of culturally appropriate variance.

The primary client group for integrated family services is vulnerable children and young people aged 0 to 17 years (including unborns) and their families who are:

- Likely to experience greater challenges because the child or young person's development has been affected by the experience of risk factors and cumulative harm
- At risk of concerns escalating and becoming involved with Child Protection if problems are not addressed.

External Relationships

Liaises externally with Upper Hume and Central Hume Child & Family Services Alliance members:

- Upper Murray Family Care
- Junction Support Services
- City of Wodonga
- Queen Elizabeth Centre
- Mansfield and Benalla local governments
- Department of Health and Human Services
- Victorian Aboriginal Child Care Agency (VACCA)

Internal Relationships

Liaises internally with:

- Families Communities & Culture Program staff
- All of Gateway Health staff

Positions Reporting to this Position

- Not applicable

Key Responsibilities

1. PERSONAL & PROFESSIONAL DEVELOPMENT

Demonstrated experience and understanding of the need for continuation of both personal & professional development.

- Continually develop both personally and professionally to meet the changing needs of your position, career and organisation.
- Have a sound knowledge of relevant organisational policies and procedures as well as program work practices.
- Attend all relevant training sessions provided by the organisation and be actively involved in other training and development as required.
- Actively participate in the organisation's Performance Management System.

2. COMMUNICATIONS & ORGANISATION CULTURE

Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.

- Act in a professional manner at all times when dealing with internal & external clients.
- Positively promote the organisation both internally & externally.
- Be prompt and provide courteous service to clients, colleagues and the broader community.
- Maintain confidentiality on all issues relating to the organisation, the clients & fellow colleagues.
- Treat all clients with respect whilst being responsive to their needs, and promote a culture which prioritises client choice at all levels of service delivery.
- Observe and comply with the organisation's code of conduct.

3. ADMINISTRATION & DOCUMENTATION

Through the use of the organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Ensure the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the organisation.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Input statistical data using relevant data bases to meet agreed timelines.
- Comply with OH& S and other relevant legislation.

4. TECHNICAL SKILLS & APPLICATION.

Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Develop a clear understanding of integrated family services and CHILD FIRST.
- Support Alliance agency staff to engage effectively with Aboriginal and Torres Strait Islander clients.
- Face to face and phone consultations with Alliance practitioners regarding Aboriginal and Torres Strait Islander clients.
- Participation in joint home visits with Alliance partners to encourage engagement of Aboriginal and Torres Strait Islander clients.
- Provision of cultural advice to Alliance practitioners and to help build capacity to work more effectively with Aboriginal and Torres Strait Islander clients.
- Provision of advice and assistance to Alliance practitioners in assessment, negotiation and development of appropriate plans with Aboriginal and Torres Strait Islander clients.
- Participation as required in professional meetings involving Aboriginal and Torres Strait Islander clients.
- Attend Alliance meetings as requested.
- Enter data on IRIS data base monthly.

5. TEAMWORK & COMMUNICATION

Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of the Organisation.

- Be aware of, and practice according to, the organisation's objectives and values.
- Demonstrate the ability to work positively within the designated program/team to achieve agreed goals.
- Work harmoniously with other team members to ensure that a quality service is provided to our clients.
- Demonstrate effective communication skills (both verbal & written) in dealing with clients, visitors, staff, etc.

6. QUALITY IMPROVEMENT, SAFETY AND RISK

- Maintain a safe working environment for self, colleagues, clients and members of the public
- Identify report and manage risks and ensure actions are taken to prevent and minimise harm to the organisation and consumers and staff of Gateway Health; including steps to minimise risk of infection to consumers, staff, contractors, volunteers and members of the public.
- Participate in activities to ensure compliance with legislation, regulations, Health and Community Service Standards, Human Service Standards and any other relevant standards.
- Actively contribute to organisational quality improvement and safety initiatives.

Organisational Responsibilities

- Promote Gateway Health as a quality service provider and represent the organisation as a leader in its field in relevant industry and sector forums as required.
- Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal people.
- Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues.
- Where relevant collaborate with consumers and the community in the development, implementation and review of service planning, policies and quality improvement activities
- Assist with the supervision of students where appropriate
- Uphold and protect consumer rights and maintain strict confidentiality
- Understand and act in accordance with the Gateway Health Values and Code of Conduct when carrying out duties and in dealing with staff and key stakeholders.

Key Result Areas

- 100% compliance with mandatory training requirements as outlined in the Gateway Health Learning and Development Procedure
- Active participation in the annual performance development and review process
- Maintain confidentiality on all issues relating to the organisation, clients & colleagues
- Active participation in professional development and supervision
- Adherence to and application of The Best Interest Case Practice model guide.

- Participation in Child & Family Service Alliance initiatives and catchment plan activities.

Key Selection Criteria

Essential:

Essential:	<ol style="list-style-type: none"> 1. A minimum of Diploma of Community Services or equivalent and/or extensive relevant experience. 2. Broad knowledge and a deep understanding of issues impacting upon vulnerable children and families and commitment to the rights, needs and aspirations of all children and families. 3. Demonstrated experience and ability to work and liaise with Aboriginal and Torres Strait Islander families, communities and services in a respectful and culturally aware manner. 4. Demonstrated ability to provide and communicate culturally safe and appropriate case management 5. Proven ability to work as a team member and to develop and maintain professional relationships with clients, government departments, agencies and service providers 6. Excellent interpersonal, written and verbal communication skills. Demonstrated knowledge and experience of working with communication tools and techniques including written, web, social media and other mediums. 7. Effective workplace skills including the ability to work as part of a team from diverse cultural backgrounds, to manage competing demands and to seek and offer support as appropriate.
Desirable:	<ol style="list-style-type: none"> 8. Experience in Case management, development of case plans or case coordination or willingness to learn

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at other locations may be required

Reviewed by	
Date Issued	
For Review	Annually

I acknowledge:

- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by:

Employee Signature _____ Date: _____

Print Name _____