

Position description

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| Title | Sydney Young Parents Program (SYYP) Case Manager |
| Reports to | Team Leader- Safety & Resilience NSW |
| Classification & Salary | SCHCADS Level 5 (plus super and salary packaging) |
| Employment Status | Contract to end June 2021 with strong possibility of extension |
| Primary Location | Marrickville NSW |
| Date | 23rd February 2021 |

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Sydney Young Parents Program helps young parents aged 15–25 years who are at risk of homelessness, to develop the skills and confidence they need to create a supportive, nurturing environment so their family can thrive.

SYYP Case Managers use a client centered, trauma Informed, strengths based approach to provide professional individual support and case management in a safe and supportive environment to young parents and their children, access to parenting programs tailored for young parents and opportunity to meet other young parents in a weekly playgroup. Service delivery is predominantly outreach based including home visiting and in community.

The SYYP program is delivered in partnerships with Launchpad Youth Community Inc and YWCA and is funded under Specialist Homelessness Services.

Key Responsibilities

- Provide case management and parenting support to young parents and their families
- Facilitate referrals on behalf of families in line with service participant needs and identified goals
- Ensure client files, data and outcomes are recorded appropriately via relevant platforms and databases
- Develop, plan and deliver a supported playgroup specifically targeted to young parents
- Participate in consortium meetings, create opportunities for collaboration and demonstrate genuine partnership

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
 - Maintain agreed quality standards
 - Maintain OH&S standards at all times
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Qualifications, Experience and Mandatory Requirements

- Degree level qualifications In social work, psychology, counselling or other relevant discipline
- Demonstrated experience in case management practice including the ability to complete intake and assessment, case planning, case review and making evidence Informed recommendations on service response
- Demonstrated ability to work within a trauma-informed, strengths based and client centred framework with families presenting with complex needs
- Prior experience working with Aboriginal and Culturally diverse families and demonstrated ability to provide culturally competent and inclusive practice
- Demonstrated understanding of child safeguarding practices including mandatory reporting
- Excellent communication skills including interpersonal, written, oral
- Full driver's license
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)

Key Selection Criteria

1. Degree level qualifications in social work, psychology, counselling or other relevant discipline
2. Demonstrated experience in case management practice including the ability to complete intake and assessment, case planning, case review and making recommendations on service response
3. Demonstrated ability to work within a trauma-informed, strengths based and client centred framework with families presenting with complex needs
4. Prior experience working with Aboriginal and Culturally diverse families and demonstrated ability to provide culturally competent practice
5. Demonstrated understanding of child safeguarding practices including mandatory reporting and knowledge of child development
6. Excellent communication skills including interpersonal, written, oral
7. Drivers Licence
8. Current working With Children's Check and successful completion of Criminal Record Check

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.