

POSITION DESCRIPTION

Version: 1.0 Date: 2/2021

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| Position title | Family Services Case Manager |
| Position reports to | Team Leader Family Support |
| Direct reports | NIL |
| Mandatory qualifications | Tertiary Qualifications (Diploma and above) in Social Work, Welfare Studies, Family Therapy, Psychology or related discipline |
| Desired qualifications | Qualifications and/or training that focuses on family work, attachment, trauma, child development |
| Mandatory experience | Experience working with vulnerable families and/or children |
| Desired experience | Case Management Experience within the Child and Family sector |
| Classification | SW5 |
| Mandatory compliance requirements <i>Mandatory requirements before employment and to be maintained during employment</i> | <ul style="list-style-type: none"> • An employee Victorian Working with Children Check. • A satisfactory National and International (if required) Police check. • Proof of right to work in Australia. • Signed Cafs Code of Conduct and Child Safe Code of Conduct. • A current Victorian Drivers Licence. |

| Our vision | Our mission |
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| Wellbeing, safety and respect for all children and families. | To deliver quality services with positive outcomes for the communities we serve. |

| Our values |
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| <p>RESPECT - We treat all people, including ourselves, with dignity. We have genuine compassion for our colleagues and the individuals, families and communities we serve.</p> <p>INTEGRITY - We act ethically and do what is right – even if it's uncomfortable.</p> <p>COLLABORATION - We embrace collaboration. We celebrate inclusiveness and work together with the individuals and families we serve to make a difference in their lives.</p> <p>KINDNESS – We genuinely care about people and actively look for ways to offer a helping hand to those in need.</p> <p>INNOVATION - We encourage and explore different ways of working and fresh ideas to improve our practice and outcomes for those we serve.</p> |

| A little bit about Cafs |
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| <p>Cafs was established in Ballarat more than 155 years ago, operating an orphanage and later a children's home. Cafs acknowledges the role it played in being complicit in the stolen generation and we have joined the National Redress Scheme as a demonstration of our willingness to own up to historic sexual abuse. Today Cafs is a contemporary organisation with a Board of Governance overseeing our strategic direction. Cafs is proud of its independence, with no religious affiliations and a focus on serving vulnerable children, young people and families across the Central Highlands. Our head office remains in Ballarat with outlying offices in Ararat, Bacchus Marsh and the Hepburn/Daylesford area. Our services are aimed at providing early help and intervention, targeted support and ongoing assistance. Cafs is a value driven organisation, which means we use our values to hold ourselves to account in how we work together and how we serve our clients.</p> |

The program

Cafs works in partnership with the Central Highland Families Services Alliance, to provide the Family Services Program. The program supports children and young people (pre-birth - 17), and their families by providing a comprehensive range of services that promote children's safety, stability and healthy development, including:

- A strengths-based approach and comprehensive needs and risk assessment
- Development and implementation of a family action plan
- Multidisciplinary interventions
- Authorisation to consult with, or make reports to child protection when a child is believed to be in need of protection
- Joint response between child and family services where child protection has an open case
- Providing flexible packages to support a family action plan

Job purpose

To provide family support and case management services that promote the safety, stability, development and cultural safety 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.

Levels of authority

Decisions will be made in consultation with the Team Leader and/or Manager and significant decisions will require approval from the Team Leader and/or Manager. The extent of decision making will be as per the Cafs instrument of delegation, including financial, people and organisational decisions.

Inherent requirements of the role

- 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.
- Provide effective and efficient consultation, assessment, planning, casework and case management, case review, and evaluation within the Family Services program.
- Apply a range of therapeutic intervention strategies and effective problem solving skills to achieve required program and client outcomes.
- Assist with establishing, maintaining and supporting family support networks across the Central Highlands.
- Facilitate group work for clients as and when required.
- Maintain accurate and accessible electronic client records in relevant systems as required by funding bodies and provide reporting.
- Ensure required service agreement targets are met within required timeframes.
- Actively participate in program planning, reviews, and client evaluations as required.
- Actively seek information on relevant practice developments within Family Services and relevant areas of specialisation.
- Support level 3 and level 4 Case Managers with day-to-day practice and service delivery needs and queries.
- Take a lead role in reflective case reviews and present case studies in the reflective space.
- Support the Family Services Program in allocation and demand meetings.
- Lead client joint visits and professional meetings.
- Work with a high level of autonomy and hold a higher degree of complex cases.

Cafs core requirements and accountabilities

- Adhere and operate within Cafs policies and procedures, legislative requirements and relevant standards of professional practice at all times.
- Commitment and alignment to the Cafs values and the Cafs Code of Conduct.
- Commitment to genuine Inclusion and Diversity.

- Commitment to Child Safety and adherence to Cafs Child Safe Code of Conduct.
- Commitment to No to Violence.
- Commitment to contributing to a positive team and organisational culture.
- Commitment to individual and organisational health, safety and wellbeing.
- Commitment and contribution to quality programs including auditing processes.

Requisite Capabilities: Knowledge and Skills

Partnering and co-creation:

- Build effective partnerships with the client/customer/community throughout problem-solving process to gain critical insights and develop effective solutions

Innovation and Continuous Improvement:

- Synthesise ideas and concepts across diverse disciplines to develop new and different ways of thinking, working or delivering solutions; Strives to improve efficiency, effectiveness, and quality of work

Data Literacy:

- Utilise diverse data sources to improve the speed and quality of service delivery and decision-making processes

Interpersonal Skills:

- Recognise and regulate one's emotions; understands interests and emotions of others achieve best outcomes possible in an authentic manner

Managing Difficult Conversations:

- Work with others to manage differences in opinions, interests, and communication issues to reach agreement

Communicate with Impact:

- Use various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages; Posses good written and verbal communication skills

Stakeholder Management:

- Identify stakeholders impacted by decisions, takes steps to keep interested parties engaged while managing expectations on outcomes

Client/Customer Focus:

- Understand client/customer need, apply skills, knowledge and experience to deliver high impact services that address those needs

Requisite Capabilities: Personal attributes

Empathy & Cultural Awareness:

- Communicates well with, relates to and understands concerns from the perspective of people from a diverse range of cultures & backgrounds
- Pays attention to words, expressions and body language, shapes responses to individuals based on a range of information received

Integrity:

- Operates in a manner that is consistent with Cafs codes of conduct and values
- Inspires trust by treating all individuals with kindness and fairness

Relationship building:

- Establish and maintain relationships with people at all levels
- Forges useful partnerships with people across business areas, functions and organisations
- Builds trust through consistent actions, values and communication

Self-discipline

- Recognises and restrains inappropriate emotions during situations or interactions
- Maintains a consistent and sensible pattern of behaviour under pressure

- Recognises own limitations and works with others to ensure plans are achieved

Teamwork

- Cooperates and works well with others in the pursuit of team goals
- Collaborates and shares information
- Shows consideration, concern and respect for others feelings and ideas
- Accommodates and works well with the different working styles of others

Client/customer focus

- Committed to delivering high quality outcomes for clients
- Actively seeks to meet client/customer needs and seeks ways to improve services

Cafs Agreed Behaviours/Attributes

Respect – we strive to:

- Actively listen with an open heart and mind
- Empower people to have a voice and to be heard
- Have the courage to take a stand for human rights
- Speak positively to, and about, others
- Acknowledge and value peoples individuality, views and experiences
- Be non-judgmental and treat others equally without prejudice

Integrity – we strive to:

- Do what we say we will do
- Be honest and transparent with people and in all that we do
- Admit our mistakes, fix them, and learn from them
- Have genuine and authentic conversations
- Live the Cafs values when no-one else is watching
- Have a moral compass

Collaboration – we strive to:

- Work together to achieve common goals and better outcomes
- Actively seek and respond to feedback
- Empower individuals and families to be involved in decisions that impact them
- Encourage open and honest communication within and across Cafs teams
- Learn from each other's experiences
- Engage views of individuals and services external to Cafs

Kindness – we strive to:

- Be present and mindful in our interactions with people
- Listen with compassion to understand
- Generously share our time, knowledge and skills
- Be friendly and approachable
- Check in on others
- Consider other people's feelings and circumstances

Innovation – we strive to:

- Be curious and creative
- Use our collective knowledge and experience to create new ways of doing things
- Use cutting edge research to inform better and best practice
- Adapt our thinking and approaches for the best outcomes for our clients and communities
- Have the courage to make positive changes
- Consider all ideas and views – especially those different to our own