

Position Description

Position Title:	Senior Case Manager, Cradle to Kinder
Program/Section and/or Portfolio:	Cradle to Kinder
Location:	142 Timor Street, Warrnambool
Reports To:	Coordinator, Cradle to Kinder
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 5</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

About the Program/Section

The Cradle to Kinder program is a program funded by the Department of Human Services (Victoria). Cradle to Kinder is a whole of family service response in the form of pre-birth support, intensive and longer term interventions and casework support until the child reaches four years of age. The target group is young pregnant women (under 25 years of age) where there are a number of indicators of vulnerability or concerns about the wellbeing of the unborn child.

Position Summary

This is a Senior Case Manager role which requires significant previous case management and case work experience in a child and family welfare setting. Practitioners work intensively with families using a variety of intervention techniques which are child centred, family focused and trauma informed. The purpose of the position is to build the capacity of vulnerable parents with high risk infants to ensure their safety and wellbeing through enhancing development, building resilience and supporting linkages to universal and other services.

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Date of Position Description:	March 2021	Position Description Template Version:	February 2021
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Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Client Services	<ul style="list-style-type: none"> • Conduct high quality child and family assessments using the Best Interest Case Practice Model and other relevant risk assessment frameworks. • Engage in providing an outreach service, case planning and goal setting with families with a family sensitive and partnership approach. • Provide interventions using a range of techniques which are trauma informed, child centred, family focused and encourage long term (4 years) engagement of the family with the service. • Provide culturally sensitive services to Indigenous families which may include working with and referral to indigenous services where appropriate. • Provide services in a variety of setting, primarily at the family home.
Our Team	<ul style="list-style-type: none"> • Support the work of other team members and nurture respectful team member relationships. • Actively participate in team meetings, forums and activities. • Actively participate in all team activities including reflective practice sessions, professional development and community forums where appropriate.
Operations & Administration	<ul style="list-style-type: none"> • Ensure the accurate and timely entry of data as outlined in the Cradle to Kinder Service Agreement. • Ensure the accurate and timely keeping of client files as per the Cradle to Kinder Practice Manual. • Actively participate in organisational meetings and activities as required. • Actively support the Coordinator, Cradle to Kinder Program in the effective delivery of the Cradle to Kinder Program. • Be available to work flexible hours depending upon program requirements. • Participate in the organisation's performance management system, including regular supervision in order to define annual objectives and professional development goals. • Participate in professional development programs that assist the organisation to achieve its goals.
Financial & Business Performance	<ul style="list-style-type: none"> • Expend Client Support Services Funds in accordance with the Cradle to Kinder Practice Manual and direction from the co-ordinator Cradle to Kinder according to CatholicCare Victoria's instrument of delegation.
Client Services	<ul style="list-style-type: none"> • Conduct high quality child and family assessments using the Best Interest Case Practice Model and other relevant risk assessment frameworks. • Engage in providing an outreach service, case planning and goal setting with families with a family sensitive and partnership approach. • Provide interventions using a range of techniques which are trauma informed, child centred, family focused and encourage long term (4 years) engagement of the family with the service. • Provide culturally sensitive services to Indigenous families which may include working with and referral to indigenous services where appropriate. • Provide services in a variety of setting, primarily at the family home.

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general direction of the Coordinator, Cradle to Kinder.

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Date of Position Description:	March 2021	Position Description Template Version:	February 2021
-------------------------------	------------	--	---------------

Authority:

The position exercises a degree of autonomy. Significant decisions require the approval of the Program Manager, Family and Community Services (or other person's acting with the Manager's authority).

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships**Internal Relationships:**

- Work as part of the broader Warrnambool Office/Site
- Work in partnership with the Cradle to Kinder teams in the South West, Wimmera and Central Highlands where required

External Relationships:

- Participate in the South West Family Service Alliance relevant groups and activities;
- Work collaboratively with other stakeholders such as Child Protection and other relevant agencies and programs

Organisational Responsibilities of the Position**Workplace Health and Safety (WHS)**

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

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Date of Position Description:	March 2021	Position Description Template Version:	February 2021
-------------------------------	------------	--	---------------

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Code of Ethics and Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Mandatory Qualifications: Bachelor Degree in Social Work, Psychology or related other discipline; Diploma of Community Services PLUS significant experience in working in a child and family welfare role.

Experience

2. Significant demonstrated experience in working in a similar or related role.

Knowledge, Skills and Attributes

3. Highly developed skills and knowledge in the field of child and family welfare.
4. Highly developed organizational skills with an emphasis on the ability to provide quality case notes and written reports within short timelines.
5. Demonstrated ability to engage with vulnerable families and maintain engagement over a long period of time.
6. Demonstrated skills in working as a member of a team.
7. Advanced risk assessment and case management skills.
8. Ability to work in partnership with difficult to engage families to develop goals and plans for intervention.
9. Knowledge of relevant theory and intervention techniques related to infants, children and families.
10. Understanding of the dynamics of Family Violence.
11. Knowledge of culturally sensitive practice in working with Indigenous people.
12. An ability to provide written case notes and client reports within required timelines.
13. Demonstrated ability to work with a range of local universal, secondary and tertiary services including the DHHS Child Protection Program.
14. Demonstrated skills in developing effective working relationships within a multi-disciplinary team.
15. Demonstrated capacity to effectively communicate with organisational staff and management and external stakeholders. Demonstrated capacity to write effective case notes and maintain client files.
16. Well-developed Microsoft Office skills in Word, Excel and PowerPoint.

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-------------------------------	------------	--	---------------

Child Safety

1. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.
2. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
3. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Other Requirements

- Current driver's licence.
- Current Working with Children Check.
- Current Australia-wide Police Check (and international where required).
- Disability Worker Exclusion Scheme clearance (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s, Disability Worker Exclusion Scheme check and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every five (5) years (or earlier to comply with specific contractual or legislative obligations and requirements).

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