



Position Description

Case Manager

ITC - SD

Wesley Home and Residential Care
November 2020

Agreement

Signed – Manager

Signed – Employee

Date

Date



Case Manager ITC-SD

Wesley Home and Residential Care

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Home and Residential Care and ITC-SD

Wesley Home and Residential Care believes in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality services for people while providing them with ways to learn develop and achieve their goals.

The Wesley Home and Residential Care team delivers services in the following areas

- Residential Aged Care
- Home Care
- Disability Services

The Intensive Therapeutic Care – Significant Disability (ITC-SD) service operates as part of Wesley Home and Residential care and provides therapeutic care to children and young people who have been diagnosed with a significant disability in statutory Out of Home Care. This program has a strong



focus on facilitating and supporting young people with their journey to recovery from trauma with a team based approach to providing individualised, person-centred care. Practice is underpinned by Wesley Mission's philosophy of care – everybody contributes, an ordinary life in community and you can choose. Wesley Missions ITC-SD service model aims to provide intensive support for 24 months, with an emphasis on:

- Skill-development to improve independence and quality of life and enable a smooth transition to adult disability services
- A reduction in support levels and intensity over time
- Achieving permanency outcomes

3 Overview of role

The Intensive Therapeutic Care (ITC) Case Manager is responsible for providing high quality and effective case work services for young people in Intensive Therapeutic Care. The ITC-SD Case Manager will plan for and achieve permanency and identified case plan outcomes for the children/young people and their families. This is achieved through an interactive and dynamic case management approach, with an emphasis on ongoing analysis, decision-making and record keeping ensuring the child/young person's needs are identified and met.

The ITC-SD Case Manager works closely with the therapeutic specialist, house manager and other ITC staff to provide high quality therapeutic care to assist the child/young person to heal from trauma and achieve their full potential.

4 Relationships

Reports to: **Team Leader (Wesley Dalmar)**

Key support: **House Manager**

ITC-SD Therapeutic Specialist

Quality, Risk & Compliance (QRC) Specialists

Learning & Development (L&D) Specialist HRC and Dalmar

Key relationships: **ITC-SD House Managers, ITC-SD Support Workers and Enrolled Nurses, program manager in OOHC**

5 Major role responsibilities

5.1 Our clients

- Ensure that the emotional, social, behavioural, developmental and educational needs of children/young people are met through the development, implementation and review of individual therapeutic case plans



- To assist the children/young people with life story work
- To assist the children/young people to develop an individual sense of identity and develop life skills
- Provide effective assessment, planning, implementation, monitoring and review of case plans to achieve permanency and identified outcomes for young people and their families
- Work in collaboration with the ITC-SD team to ensure service delivery is integrated, coordinated and tailored to meet an individual's needs
- Facilitate and promote attendance at case reviews from both the child/young person and (where suitable) the birth family, including ensuring all required documentation is completed.
- Ensure all young people over the age of 15 have a clear and concise leaving care plan, promoting the use of any external services to ensure continuity of care
- Establish collaborative relationships with a wide range of specialist and mainstream services to improve outcomes for the children/young people and their families
- Develop and maintain strong collaborative partnerships with Aboriginal and CALD agencies to ensure that services are sensitive to the needs of Aboriginal and Torres Strait Islander and CALD young people and their families
- Create and support a child's cultural needs through a Cultural Support Plan (where appropriate) in order to develop and maintain a child/young person's identity
- Ensure all statutory child protection requirements are adhered to
- Promote democracy and support to the children/young people to engage in a participatory environment where they can have a say and influence the decision-making process
- Ensure case work delivery is in accordance with the Office of the Children's Guardian Child Safe Standards for Permanent Care OCG NSW, Intensive Therapeutic Care and Permanency Support Program Service Requirements, Department of Communities and Justice (DCJ) OOHC Case Management Policy and OOHC Case Management Guidelines
- Ensure that case work practice is responsive to individual needs and reflects the organisation's values, policies and practice frameworks
- Maintain an understanding of the principles of Child Protection and work collaboratively with other government and non-government agencies to ensure the protection of children and young people;
- Maintain records and documentation as required in line with relevant policies and procedures
- Identify improvements that contribute to better outcomes for children and young people and their families

Performance Measures:

- Participation in meetings (as required)
- 100% case plans implemented



5.2 Our people

- Attend and participate in regular supervision, support meetings, team meetings, case meetings, service network meetings, inter-agency and forums as required
- Participate in professional development opportunities as required
- Complete Wesley Mission induction and orientation program, as well as all mandatory training
- Attend and participate in the Employee Contribution & Development process
- Be a part of creating a team culture of support and respect, encouraging team engagement
- Work collaboratively with other Wesley Mission staff, service providers and families
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Be a strong ambassador for the Wesley Home and Residential Care team
- Participate in learning and development activities

Performance Measures:

- Successfully complete induction, orientation and all mandatory training
- Attendance record at scheduled meetings

5.3 Our operations

- Adhere to and participate in the development and review of policies and procedures
- Maintain records and documentation in a secure and confidential manner
- Identify improvements that contribute to better outcomes for children and young people and their families.
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Participate in quality assurance activities as required
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.
- Ensure brand compliance and use of correct templates at all times
- Work collaboratively with the QRC Specialist to monitor performance against the Quality and Safeguarding and Child Safety Framework; and ensure a strong quality and continuous improvement focus within the disability services team in Wesley Home and Residential Care;
- To ensure all practices comply with Wesley Mission, Dalmar, Out of Home Care and Wesley Home, Residential Care and ITC-SD policies and procedures;



Performance Measures:

- regular reporting requirements are met

5.4 Our financials

- Comply with Wesley Mission's administrative and financial management procedures
- Operate within the program budget and financial policies of Wesley Mission

Performance Measures:

- Deliver services to young people in a way that is financially sustainable
- Evidence of proactive program planning and reduced over/underspend

6 Professional responsibilities

- Any other activities to support the delivery of the Wesley Home and Residential Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As a worker, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- Promote the understanding and acceptance of policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work Health and Safety
- Ensure that risk management principles are exercised in accordance with Wesley Mission policies and that incidents of high or material risk are reported immediately to your supervisor
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Maintain confidentiality



- Perform duties according to the Wesley Mission vision and values statement and other relevant policy documents
- Maintain a knowledge of and follow mandatory reporting requirements
- Accept and perform other duties as may from time to time be determined by the house manager.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Demonstrated ability to work unsupervised as well as be an effective team player with a positive can-do attitude
- Displays emotional maturity and resilience
- Respecting the values and experience of others
- Outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with.

Essential skills/knowledge

- Bachelor Degree qualification in Social Work, Psychology, or Social Welfare
- Demonstrated a minimum of 2 years of experience either in casework practice or in Out-of-Home Care
- Demonstrated experience in working with young people with complex care needs
- Understanding of Out-of-Home-Care policy, standards and quality frameworks
- Demonstrated experience in developing collaborative relationships across professional and organisational boundaries
- Ability to plan, organise and prioritise work
- Excellent written and verbal communication skills
- Proficient computer skills
- Demonstrated experience working effectively within a team
- Outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with
- Current unrestricted NSW driver licence
- A current Working with Children Check and a satisfactory criminal history record check



Desirable Criteria:

- An understanding of the NDIS framework, Child-Safe Standards and ITC -SD Model
- Demonstrated ability to implement case plan goals for young people with challenging behaviours
- Demonstrated experience working therapeutically with children and young people who have experienced significant challenges and trauma
- Working knowledge of relevant legislative requirements including but not limited to Children and Young Persons (Care and Protection) Regulation 12 under the Children and Young Persons (Care and Protection) Act 1998; Ombudsman Act 1974 (Amendment); Adoption Act 2000
- Experience and understanding of WH&S issues in the workplace
- Current Therapeutic Crisis Intervention training