

INTENSIVE CASE MANAGEMENT SERVICES - PRACTITIONER POSITION

NORTH CENTRAL REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Intensive Case Management Practitioner
Program	Intensive Case Management Services
Classification	SCHADS Award Level 5 (Social Worker Class 2)
Hours	Full Time
Hours per week	38
Duration	Ongoing
Fixed term end date	NA
Location	Bendigo
Reporting Relationship	This position reports directly to Lead Practitioner – Intensive Case Management Service (ICMS)
Effective date	December 2021

Overview of program

The Intensive Case Management Service (ICMS) program is part of the Department of Families Fairness and Housing (DFFH) response to addressing the needs of high-risk adolescents up to the age of 18 years. Young people accessing the program are subject to a statutory order and may reside;

- Independently.
- In the care of their parents and/or caregivers
- In Out of Home or Residential Care Services.

ICMS provides case management and case contracting support to young people residing in the City of Greater Bendigo, Central Goldfields, Campaspe, Loddon, Mt Alexander and Macedon Shires. The young people who access the service are often experiencing multiple complicating factors such as:

- drug and alcohol use and/or misuse.
- mental and/or physical health concerns.
- Are homeless or at risk of homelessness,
- Have experienced the impacts of violence and/or use violence
- relationship breakdown and/or difficulties with peers and family.
- experience significant issues in relation to their personal safety and wellbeing.

The program is outcome focused and draws from a strengths based/client centred approach to provide a high level of case management and case contracting support with an overall focus on safety, stability and wellbeing through;

- Providing flexible and responsive services
- Assertively engage and build a connection with the young person.
- Deliver intensive outreach flexibly to suit the young person (this may be outside normal business hours).
- Providing advocacy for the young person.
- Supporting the young person to develop and maintain positive relationships with their peers, family and within the community.
- Conducting ongoing safety, wellbeing and risk assessments and develop safety plans alongside the young person and other key stakeholders.
- Partner with the young person, their families and/or caregivers to develop goals that will reduce the risk in the young person's life, develop resilience, build self-esteem and life skills.
- Consult and work in partnership with a range of stakeholders as appropriate to deliver interventions that support young people to meet their goals.

Position Objectives

1.	Provide intensive services and support that increase outcomes for high risk young people; their families, caregivers and communities.
2.	Work collaboratively with the Lead Practitioner and team to ensure the program is operated in accordance with service and quality standards, program targets, DFFH service agreements, organisational policies and accepted standards of practice.
3.	Provide ongoing support, assessment and review in relation to young people's safety, stability, resilience and development. Supporting safety planning where required.
4.	Partner with and provide advocacy for high risk young people, to ensure they receive the support required to enhance connections and outcomes.

Key Responsibilities are as follows but are not limited to:

1.	Provide outcome focused intensive case management support to high risk young people referred to the ICMS program, through; assertive outreach, goal setting, regular review, implementation of individual plans and effective co-ordination of services.
2.	Develop genuine trusting relationships with the young person, their families and/or caregivers to that strengthen outcomes for young people attached to the program.
3.	Work as a team to meet all legislative, program and relevant policy and procedures relating to service provision; with a clear focus on ensuring that risk, safety and wellbeing assessments are maintained.
4.	With the support of the Lead Practitioner, provide case contracting support to a small group of young people, their families and/or caregivers, such as (not limited to); writing court reports, writing quarterly reports and chairing care team meetings.
5.	Establish and maintain targeted relationships with supports services, families, caregivers and/or communities that support high risk young people to reach their full potential and achieve positive outcomes.
6.	Work collaboratively with Aboriginal and Torres Strait Islander and CALD communities. Promote connection to culture with high risk young people to strengthen safety and resilience.
7.	Facilitate a collaborative care team approach with relevant stakeholders, including Child Protection and Aboriginal Organisations, to promote best outcomes for young people and their families


8.	Undertake regular risk and needs assessments and case management; utilising the Best Interest Framework and other contemporary frameworks and theories - focusing on the safety, stability and wellbeing of young people.
9.	Make an active commitment to the development and maintenance of a learning environment and cohesive multi-disciplinary team; through staff meetings, team meetings, staff development, supervision and reflective practice.
10.	Maintain appropriate timely and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
11.	Professionally represent AV and our services at forums, meetings and training with external agencies.
12.	To work in conjunction with the Program Manager to plan and implement responses in relation to program, sector and service developments.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	1. A relevant tertiary qualification in Social Work and/or related behavioural sciences at degree level with relevant experience; or diploma level with substantial experience
	2. Understanding of the child protection, placement and support service systems, including legislative and policy framework
	3. Ability to undertake comprehensive assessments in relation to high risk client groups that consider; risk level, vulnerability, safety, resilience, stability and wellbeing.
	4. Experience in the application of relevant theoretical approaches that underpin casework practice (including theories of child attachment, development and abuse) with high risk young people.
	5. Skills and knowledge in delivering high quality programs and services within required timeframes and performance and compliance requirements
	6. Well-developed verbal and written communication, with the ability to present written information for court
	7. The ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.
- Please note that on Friday 7 October 2021, the Victorian Government's Chief Health Office issued COVID-19 Mandatory Vaccination (Workers) Directions. As an Employer AV is required to comply with the terms of these Directions.

AV employees are required to either:

- Be fully vaccinated (First and second vaccination) by 26 November 2021 to work outside of their ordinary place of residence
or
 - have a medical exemption
- Please be aware that in order to perform this role you will be required to adhere to the Directions issued by the Chief Health Officer and provide evidence of your vaccination status in order to perform the inherent requirements of this role

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
