

# Position Description



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<b>Job Title:</b>	<b>Case Manager</b>
<b>Reporting To:</b>	<b>Program Manager</b>
<b>Performance Review Periods:</b>	<b>3mths / 6mths</b>
<b>Remuneration:</b>	<b>Level 3-4 SCHDS with salary sacrifice option</b>
<b>Award:</b>	<b><i>Social, Community, Home Care and Disability Services Industry Award 2010</i></b>

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## 1. The Organisation

Inspire Youth and Family Services Inc. (IYS), is a not-for-profit, community based organisation committed to providing preventative and early intervention strategies which meet the immediate needs of children, young people and their families whilst supporting empowerment and the ability to make informed future decisions. Purposeful information, advocacy and referrals are available to support decision-making and engagement in such areas as accommodation and housing, education, employment and training, counselling, community and cultural connection, restorative practice, and positive social participation.

Formed in 1986, and incorporated in 1988, IYS is managed by a voluntary Board of Management who meet monthly to ensure good governance and oversee organisational operations, program delivery, compliance and finances.

## 2. Service provision

### 2.1 Clients and catchment

The Case Manager will be based throughout South West Brisbane and Ipswich region, servicing young people aged 8-25 years who come from a range of backgrounds and are faced with a range of challenges.

Including;

- Risk of homelessness or homeless
- family breakdown
- Risk of or disengagement from education and training
- Social Isolation disconnection from community
- Mental health or Alcohol and drug difficulties
- At risk of or involved in criminal justice system

### 2.2 Referrals

All young people and families engage with the service in a voluntary capacity and young people must consent to receiving a service and participating in programs. Referrals come from a range of sources including schools, other services, self-referrals, family, Youth Justice, Child Safety and Police.

### 2.3 Service activities

The service will provide a mix of intensive youth and family support, diversionary/activity-based youth support and practical youth and family supports including but not limited to:

- Provide young people with information, support and referrals
- Assist young people to find and maintain suitable accommodation
- Referral to alcohol and other drug rehabilitation, mental health, NDIS and/or other relevant services
- Assist young people to re-engage with education, training and/or employment opportunities
- Provide interventions to minimise future difficulties increasing protective factors
- Strengthen family ties and/or cultural connection
- Coordination and delivery of group programs

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## 2.4 Framework and principles

- *Client centred* – staff will be flexible in terms of meeting with young people and their families, going to where they may feel most comfortable, such as in their home or a ‘neutral’ location. Staff may need to be available to be on call and before and after regular office hours.
- *Strengths based* – the Service adopts a strengths-based approach when working with young people.
- *Trauma informed* – the Service works in trauma informed ways, recognizing the impact of trauma and complex trauma on brain development and the need to identify trauma informed behaviours.
- *Restorative* – the Service will support young people to identify and maintain positive connections with the community.
- *Culturally safe* – in particular, the Service will align with the Australian Institute of Criminology’s National Crime Prevention Framework’s best practice guidelines for preventing involvement in crime for Aboriginal and Torres Strait Islander people.

## 3. The role

The **Case Manager** is responsible for supporting the provision of a high standard of client led case management with vulnerable, at risk young people to facilitate the development of positive relationships, positive social and community engagement and support informed decision making to empower young people to make positive choices about their lives.

The **Case Manager** will develop and maintain positive relationships with stakeholders, including Youth Justice Service/Detention Centre staff, Richlands and Ipswich Court staff, legal representatives, Queensland Police Service, Child Safety, accommodation providers, youth agencies, and others to support young people and their families achieve their desired outcomes.

The person will work collaboratively with the all IYS staff to deliver high quality case management.

The **Case Manager** will work with the young person to identify their needs and develop a plan to deliver targeted and goal-driven supports that focus on the individual young person’s needs and aspirations, to support achievement of the program objectives. From time to time it may be appropriate to develop a group program delivery strategy for interventions and/or prosocial engagement. The **Case Manager** will work with the Program Manager and IYS team to identify and implement such opportunities.

The position requires an individual who can demonstrate in-depth knowledge of the issues impacting high risk young people and their families and who is experienced in client driven, strengths based approaches to youth engagement and casework to create lasting positive change.

There is an expectation that staff will be reliable and punctual, both within the office and in responding to young people and their families, and support diversity and respect in the work place and their practice.

The **Case Manager** will support implementation, evaluation and program development to ensure its success.

### 3.1 Case Management Responsibilities

- Needs assessment to formulate an appropriate response which may involve provision of any combination of information, support, advocacy, referral, case planning, management, review and coordination.
- Coordinate with other specialist youth housing providers to ensure young people have safe and appropriate accommodation and access to necessities, such as food, clothing, bedding, furniture and similar to ensure that they remain stable and supported in their accommodation.
- Assist young people with mental health and wellbeing, including positive relationships.
- Assist and encourage young people to re-engage/remain engaged in positive structured education, training or employment, including advocacy in relation to suspensions and exclusions where appropriate
- Assist young people to develop and reach their goals through a variety of interventions including mood management, goal-setting, self-esteem building, social skills development, development of living skills and positive role-modelling
- Encourage and assist young people to identify and participate in pro-social recreational activities to assist them in structuring their time and developing pro-social peer networks

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- Provide intervention and support pathways for substance misuse issues and mental health issues, as required
- Transition planning including provision of information, advice, active referral and linking to relevant services providers and diversionary activities to ensure young people have appropriate supports in place for longer term positive outcomes.

## 3.2 Organisational relationships

- Report to the Program Manager, and develop positive, collegial working relationships with the program partner organisation's staff.
- Develop productive and collegial working relationships with IYS staff, students and volunteers
- Participate in organisational meetings and training days and events, as requested.

## 3.3 General

- Ensure that the mission, policy, aims and objectives of the organisation are met, and operate in compliance with the IYS Code of Conduct, all organisational policies and procedures, and in compliance with IYS's contracted Service Agreement at all times
- Meet internal reporting requirements which involve accurate record-keeping, data collection and report preparation, including in relation to the distribution of brokerage funds
- Be a strong advocate for the young people who are our clients in order to maximise their opportunities for engagement
- Support delivery of program specific and organisational activities including group work, youth space staffing and outreach activities
- Contribute to implementation and achievement of IYS's Strategic Plan, as appropriate
- Provide information to support reporting to the Board, and contribute to the organisation's Annual Report
- Supervise students, volunteers, and community service workers, when applicable
- Work autonomously with good time management, and as part of a small team
- Undertake other duties as required to support IYS and the team.

## 3.4 Working hours and conditions

- The **Case Manager** is a permanent part-time position, working a 67.5 hour fortnight. Office hours are generally 9am – 5pm, with work occasionally required between 6am and 8pm or on the weekend. There may be a requirement for on call work. **Social, Community, Home Care and Disability Services Industry Award 2010** remuneration and TOIL arrangements apply.
- The role will be initially based at 79 Poinsettia St, Inala with work from other IYS and partner organisation sites in Inala, Ipswich and Brisbane on occasion.
- IYS staff are entitled to leave in accordance with the above Award.
- As a Public Benevolent Institution, IYS is able to offer staff an optional salary packaging arrangement.
- IYS is committed to ongoing staff development and workers are encouraged to participate in relevant training and workshops through arrangement with their supervisor. The **Case Manager** is provided with internal supervision by the Programs Manager, and may also access our Employee Assistance Program.
- Agency vehicles are available for use during working hours. Mobile phone and computer will be provided.

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## Candidate Suitability

We are seeking an individual with a genuine enjoyment of working with young people to identify and work towards achievement of their goals and aspirations who aligns to our organisational values:

### Mandatory (your application cannot be considered without these)

- A recognised minimum 3 year qualification in Psychology, counselling, Social Work, Human Services or other relevant discipline.
- A minimum of 3 years' demonstrated experience working with at risk young people at risk and an understanding of the issues and challenges in responding to their needs
- Experience in the development, delivery and reporting on projects or group programs, specifically with hard to engage young people.
- Experience of working with young people whose needs or circumstances are complex with a focus on psychosocial outcomes;
- Sound understanding of youth homelessness, youth justice, youth AOD and Mental health
- Understanding of the systemic issues which disadvantage Aboriginal and Torres Strait Islander people and demonstrable experience engaging Aboriginal and Torres Strait Islander young people and their families and community.
- Demonstrated experience with Culturally and Linguistically Diverse young people and their families
- Demonstrated computer competence, particularly electronic client/case management and reporting tools
- A clean "C" class current Driver's Licence
- Positive Working With Children Check ("Blue Card") or eligible to obtain one
- Three (3) relevant referees

### Highly desirable (your application will be strengthened by having these)

Possession of the following attributes:

- Self-reflective and critical thinking skills
- Personal drive, integrity and strong work ethic
- Inclusive, respectful, consultative and collaborative working attitude
- Flexible, self-directing, accountable
- Demonstrated ability to prioritise and manage high workload effectively;
- Strong knowledge of regional and local services, supports, resources and referral pathways;
- High level of communication skills and the ability to work as part of a team;
- A creative and flexible approach to engaging and motivating young people to achieve their goals.
- Demonstrated ability to prioritise and manage high workload effectively;
- Ability to work flexibly and to work outside of business hours on occasions;
- A good fit with IYS organisational values and beliefs;

**Please note**, IYS is claiming an exemption under the Qld. Anti-discrimination Act 1991 to require that this position be filled by a female worker. This is based on the provisions afforded by Section 25 (Genuine occupation requirement) and Section 28 (Work with children).

**People of the Aboriginal and Torres Strait Island nations are strongly encouraged to apply for this position.**