



Position Description

Program or Function name:	Family Services
Role Title:	Case Manager
Award Classification: (If relevant)	SCHCADS Award Level 5
Primary Office Location:	Frankston
Employment Status:	Full time
Reports to:	Team Leader, Family Worx/Integrated Family Services

OzChild

Founded in 1851, OzChild support vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families.

It is our goal to see that all children and young people are safe, respected, and nurtured, and reach their full potential.

Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to behave appropriately towards children at all times.

Role Purpose Summary

The Integrated Family Services Program provides assistance to vulnerable families living in the Bayside Peninsula catchment area. The program promotes the safety and wellbeing of children and supports and empowers families to fully realise their potential through direct service and by enhancing the service network. In general workers would spend between 4 and 6 hours per week with each family for a 3 to 6-month period.

The position may also work across the Bayside Peninsula Family Preservation and Reunification response which provides an immediate, intensive and sustained intervention to better support and achieve real and measurable outcomes for vulnerable families.



Implementing a wrap around, evidence-informed case management led Family Preservation and Reunification (FPR) team, who will work alongside our SafeCare educators and Functional Family Therapy-Child Welfare (FFTCW) therapists. Our strengths-based approach is client centred, integrates the use of evidence informed elements like motivational interviewing, communication and parenting, respects self-determination and promotes resilience.

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high quality services to children and young people, their families and to carers/volunteers.
- **We deliver innovative solutions:** Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan.
- **We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles.
- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

Position Specific Responsibilities

Case Coordination

- Delivery of case management based on the Best Interest Principles as defined under the Child Youth and Families Act 2005.
- Linking children and families to other support services based on assessment, monitoring service provision and ensuring that these services are accountable.

Case Work

- To work with families, over approximately a 3-6 month period to engage children and families in therapeutic interventions under Integrated Family Services that focus on reducing risk and increasing child and family well-being and safety.
- To work with families more intensively for a period of up to 240 hours under the Family Preservation and Reunification response.
- The provision of therapeutic intervention and support to children and their families. Therapeutic support will include counselling and other interventions underpinned by family violence, family therapy, attachment, grief and loss and developmental theories and concepts.
- A strengths-based approach that is client centred, respects self-determination and promotes resilience.
- Strengthen the family's connection to community by meaningful engagement with community supports that will sustain the family over time and be culturally appropriate.



- Strong engagement and use of Common Elements skills such as motivational interviewing, communication skills and goal setting.
- Use of a relational approach that is adaptable and responsive to family's needs that includes responding within 24 hours to referrals and the use of a flexible funding package to meet family's needs.
- Use of the Safe & Together domestic violence evidence informed model that looks to identify the victim survivors' strengths, impact on child and family functioning and holding the perpetrator accountable for their behaviour will be utilised as will the MARAM risk assessment framework.
- Ensure collaboration with the allocated Child Protection practitioner.
- The ability to complete comprehensive assessments and present these reports to Child Protection, the Children's Court and a range of other professionals.
- Maintain Family Journey recording and the use of the North Carolina Family Assessment Scale (NCFAS G +R), pre and post, to demonstrate outcomes.
- Administration of client files, ensuring all necessary documentation is completed and maintained in a confidential manner.

Linkages and Secondary Consultation

- Ability to work collaboratively with partnership organisations and entities.
- The provision of assistance with complex cases within the Bayside Peninsula Integrated Family Services partnership.

Quality Assurance and Continuous Improvement

- Provide services according to OzChild Family Support and DHHS policies and practices and in accordance with relevant legislation.

Key Job Relationships

Internal

- Colleagues/Family Services staff
- Team Leaders/Managers
- Clients

External

- DFFH (Child Protection)
- Community organisations
- Other professionals

Qualifications

Essential

- An appropriate tertiary qualification in Social Work, Psychology, Community Services Work or a related discipline is essential.



Screening and Licences

- OzChild conduct interviews, reference checks and ensure the completion of satisfactory safety screening including National / International Police Check and Working with Children Checks relevant to the State or Territory that employment and undertaking of position occurs.
- Must be able to drive, provide and maintain a valid Drivers' Licence and have access to reliable transportation.

Skills and Experience

- Previous experience in the child and family welfare field. This experience will be in Child Protection, Out of Home Care, Family Services and/or other services working with vulnerable families and children.
- Knowledge of Child Protection issues in relation to children "at risk".
- Demonstrated ability to provide high quality, innovative direct service in the clinical assessment and treatment of children, young people and families, including case management skills.
- Comprehensive assessment skills.
- Good communication and organisational skills.
- Excellent written skills.
- Understanding of child protection and broader child and family service sector, including an understanding of the current legislative reform.
- An understanding of cultural contexts and the unique needs of Aboriginal children and young people, their families and communities
- Willingness and capacity to work flexible hours.

Mandatory Training

All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

Organisational Responsibilities

- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate good working relationships with all services of OzChild, the clients, their families and other people significant to the client.
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
- Attend client, employees related meetings, workshops, conferences and training as required.
- Ensure privacy and confidentiality are upheld at all times.
- Be familiar and comply with OzChild policies, procedures and other work instructions as updated from time to time.
- Represent OzChild and our services in a positive manner at forums, meetings and training with external agencies.
- Assist in the development of continuous improvement and service accountability initiatives as needed.



OzChild People Responsibilities

- Ensure compliance with OzChild’s Code of Conduct, policies and procedures, and commitment to cultural awareness and child safety;
- Demonstrate commitment to diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination;
- Participate in and complete all mandatory training, and participate in other training and development opportunities to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position;
- Embrace and utilise technology and new ways of working to enhance collaboration, effectiveness and outcomes;
- Ensure the safety and well-being of self and other;
- Work together as a team and encourage and support others within their team;
- Speak up, and making it clear when behaviour is unacceptable;
- Support those who are affected by breaches of policy or procedure and encouraging them to take action;
- Raise concerns and or complaints in a constructive manner, including identifying possible solutions.

Safety and Wellbeing Responsibilities

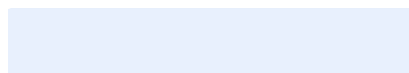
- Assume accountability for safety and wellbeing for self and others.
- Undertake all duties safely and in accordance with applicable policy, procedures and processes;
- Participate in safety and wellbeing consultative forums and contribute ideas to improving safety and wellbeing;
- Where appropriate, participate in workplace safety and wellbeing training, programs and initiatives;
- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks.;
- Report any work related or non-work related injury or illness;
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work related and non-work related Health Condition/s.

Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.

I have read and understood the position description.

Team Member Name:

Team Member Signature:



Date:

[Click here to enter a date.](#)

