

POSITION DESCRIPTION

Title:	Case Manager: Intensive Therapeutic Care Program
Enterprise Agreement:	<i>Community Sector Multiple Enterprise Agreement 2009</i>
Classification:	Social and Community Services Employees (State) Award Grade 3 – starting increment negotiable dependent on experience/qualifications.
Usual work location:	Liverpool
Cost Centre:	463 - 468
Usual hours of work:	Full time - 76hrs or Part time - 45.6 hours per fortnight
Objective:	To support and coordinate all aspects of case management for young people placed in the Intensive Therapeutic Care (ITC) program including relevant step-down models of care.

Position Responsibilities:

- Work with a caseload of 1:6 young people across intensive therapeutic care houses and other ITC step down options.
- Build collaborative, caring relationships with young people to support their ongoing safety and developmental wellbeing.
- Participate in day to day routines and established therapeutic responses for each young person.
- Commit to training in the trauma informed Sanctuary Model and implementing this model of care in day to day work with the young person and all members of their Care Team.

- Facilitate relationships between carers and workers with the young person's family and significant others within their support networks.
- Work in collaboration with the young person, their Care Team and Family and Community Services to achieve the most suitable permanent care option for the young person to provide safe and stable caregiver relationships until they attain adulthood.
- Work with Aboriginal young people, their families and communities using culturally safe and respectful practice.
- Follow case management principles and procedures to work in collaboration with the young person and their Care Team to continually assess, plan, implement, monitor and review the planning for the young person.
- Work closely with the young person to act as an advocate and ensure their voice is captured in all case planning considerations.
- Keep accurate records, files and reporting requirements in a consistent and clear manner in line with statutory, contractual and agency responsibilities.
- That staff are required to attend all scheduled meetings to ensure the therapeutic care of YP is upheld; and PD's that staff are supported in their roles in therapeutic care through meetings and training.
- Work at all times in accord with the NSW legislation, and the NSW Child Safe Standards, the Essential Ten Elements of the ITC program, as well as Anglicare policies and procedures.
- Participate in 'After hours' on call duties- remuneration provided.
- Perform any other duties as may be required from time to time that are consistent with the role of a case manager and Agency responsibilities.

Key behaviours:

- Client Focus - Recognizes, anticipates and focuses on specific client needs and advocates on behalf of the client.
- Communication - Communicates clearly and accurately – listens to and understands the views of others.
- Interpersonal - Establishes cooperative and productive relationships by understanding and responding to the needs of others.
- Planning and Organizing - Establishes a course of action and marshals resources to achieve a specific goal.

Key Knowledge areas:

- Practical understanding and knowledge of child and adolescent development across all domains and the impact of past relational trauma and abuse on key areas of development.
- Knowledge of cultural safe practices when working with Aboriginal young people, their families and communities.
- Knowledge and understanding of NSW Child Protection legislation and the NSW Child Safe Standards for Permanent Care.
- Knowledge of the Essential Ten Elements supporting the ITC programs.

Key Skills:

- Theoretical knowledge and practice skills to meet the needs of adolescents and their families, who have experienced abusive relationship trauma and significant adversity.
- Ability to work within the Sanctuary framework to promote and enhance therapeutic approaches to support young people.
- Effective interpersonal skills to work one on one, as well as in a team environment.
- Efficient computer literacy skills and ability to use electronic case management systems.
- Ability to use initiative as well as high level organisational and time management skills.
- High level report writing skills and quality verbal communication skills.
- Ability to take direction and work collaboratively within a team environment.

Key experience:

- Preferred experience with Aboriginal and Torres Strait Islander communities and individuals

Qualifications:

- Minimum qualification: a Diploma of Community Services (or related diploma).

- Preferred qualification: a graduate degree in psychology, social work or related discipline.
- Current drivers licence.

Reports to:

ITC Program Manager

Therapeutic practice will be guided by the Therapeutic Specialist in the relevant ITC program.

For more information regarding the role please contact Irene Khatoon by email Ireen.Khatoon@anglicare.com.au or phone 042871544 (during business hours only)

Please note applications close: Friday 31/01/22