

# Position Description

<b>Position title</b>	Out of Home Care Coordinator – Perth Metropolitan & South West
<b>Program/Unit</b>	Perth Metropolitan & South West Services
<b>Classification</b>	Subject to qualifications & experience
<b>Position reports to</b>	Service Operations Manager, WA

## Organisational context

On 1 July 1997, MacKillop Family Services was formed as a new organisation by re-founding seven agencies operated by the Sisters of Mercy, the Christian Brothers and the Sisters of St Joseph of the Sacred Heart in Victoria. However, our legacy and inspiration is much older. From the 1850s, these three congregations, respectively founded by Catherine McAuley, Edmund Rice and Mary MacKillop, worked in Victoria to establish homes for children who were orphaned, destitute or neglected, and for families who were in need of care and support. Throughout the years, the original model of institutional care evolved into different forms of residential care, foster care, education, family support and disability services.

The purpose and character of MacKillop Family Services as a Catholic organisation, continues to draw from the lives, works and inspiration of the three founders who provide a living model for the way our staff and volunteers approach their work. Woven through this ethos is the acknowledgement and recognition of the inherent Aboriginal spirituality of this country and respect for the cultures that have lived here for thousands of generations.

Today, we continue this work within the framework of Catholic social teaching and in the spirit of the Gospel - one of radical inclusion, restoration and accompaniment. MacKillop Family Services is now a national organisation and a leading provider of services for children, young people and families across Victoria, New South Wales, ACT, Western Australia, Northern Territory, and to other organisations in every state and beyond. We offer services and programs in family support, foster care, residential care, disability services, youth support, education and training, parenting, family therapy, mental health, family violence, early childhood, and support to women and men who, as children, were in the care of our founding agencies.

At MacKillop we pay respect to all Aboriginal and Torres Strait Islander peoples and their Elders – past, present and emerging – and acknowledge the importance of their stories, history and wisdom. They hold the memories, traditions, cultures, hopes and aspirations of all Aboriginal and Torres Strait Islander peoples. We are strongly committed to the ongoing work of Aboriginal self-determination, reconciliation, and cultural safety for our Aboriginal and Torres Strait Islander clients, staff and stakeholders.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2020/21 financial year of over \$150 million.

## Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice – to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures. MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

## Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

## Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

**JUSTICE.** We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. ***We believe in the right of all people to be treated justly and fairly.***

**HOPE.** We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. ***We seek to foster hope that assists people to find meaning.***

**COLLABORATION.** In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. ***We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.***

**COMPASSION.** Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. ***We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.***

**RESPECT.** We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. ***We seek to act with respect with regard to each other, the earth and all creation.***

## Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

## Position purpose

This position is situated within the West Perth office with travel to other locations as needed to support case work staff.

The Out of Home Care Coordinator is part of the Perth Metropolitan and South West Divisions which provide Emergency, Respite, General and Specialised Foster Care, Disability Support and Placement and Transitional High Needs Services in therapeutically oriented programs.

The Out of Home Care Coordinator reports to the Service Operations Manager, WA.

## Primary objectives

The Out of Home Care Coordinator is responsible for overseeing the day to day practice and administrative requirements of the Perth and South West casework teams. The role is also responsible for the supervision of the case work staff and the management of placement referrals and will make decisions regarding the acceptance of children or young people into the out of home care programs in consultation with the Service Operations Manager.

## Key result areas and responsibilities

### ***Casework***

The Out of Home Care Coordinator will:

- Manage placement referrals as above and make decisions regarding the acceptance of children or young people into the suite of out of home care programs in consultation with the Manager Operations.
- Monitor and supervise Case Managers' workload and case practice through professional supervision and consultation.
- Liaise with the Department of Child Protection and Family Support in relation to case-related matters i.e. placement referrals, case reviews and professionals meetings.
- Ensure that the statutory requirements of case management for all cases are met and are provided in accordance with the Best Practice framework and guidelines.
- Ensure that all cases are registered onto the data base and that case notes and documents are recorded regularly onto the appropriate systems.
- Ensure a therapeutic care plan is completed for all children allocated to Case Managers.
- Ensure that Case Managers are providing regular supervision and support to caregivers that are looking after the child or young person that is allocated to the Case Manager and regularly interfacing with the children in their care.

### ***Supervision***

The Out of Home Care Coordinator will:

- Supervise, coach, develop and support Case Managers.
- Supervise the development of each child / young person.
- Develop and maintain skill and expertise in key specialist areas such as attachment disorder, developmental theory, child sexual abuse, physical and emotional abuse and neglect, separation and loss, mental health issues, and substance abuse.
- Provide support and consultation to casework staff regarding school issues, educational progress and plans.
- Have the post graduate experience (minimum 2 years) and skills to supervise Social Work students, as required.

### ***Team Participation***

The Out of Home Care Coordinator will:

- Lead the case management team in the delivery of high quality services.
- Promote a spirit of cooperation, goodwill and professionalism.
- Coordinate placement decisions with the case management staff and the Service Operations Manager

### ***Administrative Requirements***

The Out of Home Care Coordinator will:

- Assist the Service Operations Manager with providing bi-annual reports to the Department of Communities by providing draft reports that detail compliance with funded program targets and provide case evidence for meeting quality standards.
- Assist in the development of quotes for placements services, in liaison with the Service Operations Manager and/or State Director, as required.
- Conduct quarterly file audits as required.
- Ensure that all clients are registered on the data base systems regularly.
- Ensure the administration of child subsidy payments by Case Managers is undertaken, and client support costs are monitored and kept within budget.
- Oversee and sign-off hours worked on fortnightly Time Sheets.

### ***Line Management and Accountability***

The Out of Home Care Coordinator will:

- Delegate tasks to Case Managers as required.

- Constructively participate in supervision with the Service Operations Manager.
- Provide timely advice to the Service Operations Manager with regard to any client complaints, staff matters, or other information that may present “political or practice risk” to the program.
- Participate in appropriate professional development opportunities and in performance appraisal.

### ***Service Development and Review***

The Out of Home Care Coordinator will:

- Participate in Agency Liaison Meetings with Department personnel on an as required basis.
- In consultation with the WA Leadership Team initiate and participate in the development and review of procedures, standards and policies for the Services.
- Contribute to policy and program development and best practice standards at both the program, organisational and wider service sector levels.
- Develop and maintain knowledge of practice, policy and program direction changes within the sector.
- Participate in strategic planning forums for MacKillop Family Services.
- Participate in relevant working parties and reference groups both within MacKillop and at the wider sector level.
- Represent the service and participate in appropriate community meetings, forums and committees.

### ***Occupational Health and Safety***

The Out of Home Care Coordinator shall:

- Take all reasonable and practical steps to ensure the workplace is safe in accordance with OH&S policies and procedures and ensure regular consultation with the OH&S representative.
- Ensure a proactive and timely response to OH&S issues raised by staff.
- Ensure the correct and timely local implementation of Work Cover and Rehabilitation / Return to Work policy and procedures.
- Ensure OH&S responsibilities and objectives are addressed as part of regular supervision.

### ***Other***

The Out of Home Care Coordinator will:

- Be available to undertake higher duties and/or secondment within MacKillop Family Services.

- Adhere to procedures regarding vehicle usage, maintenance and other practices as outlined in the MacKillop Family Services Operations Manual.
- Undertake other duties as required.

*From time to time, as mentioned above, a person's position may need to change significantly and hence warrant a complete review. At such times and where required, the incumbent will be adequately trained/mentored to support them during this transition.*

## Key selection criteria

The incumbent will have:

- A Social Work or Psychology Degree (or demonstrated equivalency) with a minimum of two years post graduate experience.
- Proven leadership skills and demonstrated capacity/experience in the supervision of staff.
- Demonstrated experiences in out of home care, child protection, child and youth welfare practice or related field.
- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families.
- Demonstrated professional casework skills.
- Demonstrated assessment skills and the ability to utilise these in a range of settings.
- Sound professional knowledge and theory base.
- Proven organisational skills.
- Well- developed interpersonal and communication skills.
- Demonstrated experience in planning and implementing change processes at a program level.
- Demonstrated ability to work in a multi-disciplinary team setting.
- Knowledge of the relevant Community Service, local and State Government organisations and the ability to network with these services.

## Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.

- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.
- Incorporate cultural safety into your practice with Aboriginal families.

The incumbent must possess a:

- Valid and current West Australian Driver's Licence.
- Valid and current Working with Children Card.
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.

## Approval

•			
<b>Approver's full name:</b>	Kellie Goes	<b>Date:</b>	15/03/2022
<b>Approver's position title:</b>	State Director		
<b>Incumbent's full name:</b>			
<b>Incumbent's signature:</b>		<b>Date:</b>	



*MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.*