



POSITION *description*

Position title	Therapeutic Case Manager – Intake & On for Life.
Team	Community Care.
Reports to	Community Care Team Leader.
Direct reports	None.
Date effective	July 2023.
Award / Salary	Full-time, SCHADS Social and Community Services Level 5 (Pay point 1)
Location	Richmond Resource Centre – 13 Adolph St, Cremorne & outreach locations.

About Lighthouse Foundation

At Lighthouse we provide homes and therapeutic care programs to children and young people impacted by long term neglect, abuse and homelessness. Our focus is to create caring communities where children and youth can feel safe, form meaningful relationships and begin to heal from traumatic experiences. Our Lighthouse Homes, Foster and Family Care and In Community care environments ensure our support reaches the children and youth who need it, where they need it, for as long as they need it.

Vision

To end youth homelessness, together.

Mission

To provide children and young people who are homeless, or at risk of homelessness, with the care and support they need to heal and thrive. Through community collaboration and our evidence-based Lighthouse Model of Care, we create therapeutic homes and deliver tailored support programs to transform the lives of young people. We also educate and support foster carers and families in the same way, so they too can care for some of Australia's most vulnerable children.

Values

Respect, Kindness, Courage, Collaboration

Position overview

The Therapeutic Case Manager – Intake & On for Life holds responsibilities for two functions.

Firstly, to be responsible for the intake of young people into Lighthouse Foundation programs, consistent with program guidelines and Lighthouse’s Mode of Care. This will include forming connections with external youth homelessness services and young people entering a Lighthouse program.

Secondly, working with a caseload of young people from a Therapeutic Case Management perspective within the On for Life outreach program. This includes supporting young people in their transition out of a Lighthouse program, to support in ongoing community connection and housing sustainability. Alongside, Therapeutic Case Management, On for Life offers opportunities for former Lighthouse Foundation young people ongoing connection to the Lighthouse community. You may provide former young people brief intervention case management as well as opportunities to connect with the Lighthouse community through the organisation of community events based at the Richmond Resource Centre.

Role specific requirements

Area of responsibility	Activities (performance measured against activities during reviews)
Intake	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with external accommodation and youth related services • Manage all enquiries from young people and service providers for admission to the program in a timely and professional manner • Ensure initial contacts made by prospective young people or their supports are documented • Information gathering and initial screening assessment of prospective residents • Appropriate selection and placement of prospective young people based on Lighthouse suitability criteria • Appropriate and timely briefing of Carers for the home where the young person will be living • Ensure young person is guided through the intake process thoroughly • Lead community events • Respond to all intake enquiries in a professional and timely manner • Promote and share our Model of Care in a clear concise way to ensure the correct referrals are considered • Clear case noting and information collecting on young people • Work collaboratively with external professionals and internal care team in providing young person with a therapeutic transition into the program (including facilitating meetings) • Develop and maintain networks with other homelessness organisations



On for Life Case Management	<ul style="list-style-type: none"> • Hold a Case Load of young people working with them from a Therapeutic Case Management Perspective, including intake, assessment, planning and review. • Support young people who have left on of Lighthouse Programs and are needing a new period of support • Develop networks and external resources to support our outreach young people in the community and to provide transition options • Information gathering and initial screening assessment of young people. • Clear case noting and information collecting on young people • Work collaboratively with external professionals and internal care team to provide young person with a therapeutic outcomes and support. • Support former young people to remain connected with the Lighthouse Foundation community. • Provide brief intervention to former young people who contact the Lighthouse Foundation. • Assist in organisation of community events held within the Richmond Resource Hub. • Develop and maintain networks with other homelessness organisations.
On Call Roster	<ul style="list-style-type: none"> • Participate in an after-hours on call roster.
Lighthouse Home Support & Rostering	<ul style="list-style-type: none"> • Assist with the rostering system of staff in Lighthouse homes • Undertake shifts in home where required • Administer psychometrics • Work closely with Payroll officer to ensure roster is finalised each fortnight
Legal & Regulatory Compliance	<p>Ensure compliance with the following:</p> <ul style="list-style-type: none"> • Child Safe Policy and legislation covered by the policy • Code of Conduct • All other policies, procedures and legislation (State and Federal) relevant to Lighthouse Foundation and its work (refer to the Lighthouse Legislation and Regulation register).
Organisational specific requirements	
Organisational participation	<ul style="list-style-type: none"> • Attend and facilitate team meetings, trainings, whole staff meetings and planning days • Contribute to the implementation of reliable and predictable community events on the weekends • Contribute to collaborative practice across the organisation
Professional development	<ul style="list-style-type: none"> • Participate in regular supervision, professional development and review meetings • Attend regular group processes and trainings as required • Contribute to a culture that is reflective, inclusive and open
OH&S	<ul style="list-style-type: none"> • Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers,



	volunteers and young people including following safe working procedures and instructions
Risk	<ul style="list-style-type: none"> All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks Identify and communicate any risks in Care
CQI	<ul style="list-style-type: none"> All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks
Commitment to Lighthouse culture	<ul style="list-style-type: none"> Staff are expected to participate in the processes and practices that uphold the Lighthouse culture
Commitment to trauma informed practice	<p>Staff are expected to:</p> <ul style="list-style-type: none"> Engage in personal and professional development to integrate their understanding and response to people and systems that have been impacted by trauma Create or maintain a physical and emotional environment that promotes healing Engage in conflict resolution processes when required

Performance Measurements

An annual work plan will be developed in line with the Position Description and Lighthouse Foundation’s Annual Business Plan to measure performance.

Authorities – Financial and People

- Seek approval for all unbudgeted expenses
- Petty cash expenses up to \$1000 without prior approval
- All other authorities listed under the Lighthouse Delegation of Authority policy

Qualifications and Licences

- Qualifications in a related discipline (social sciences, health, psychology, social work, community services, management)
- Current driver’s licence
- Valid first aid certificate (if necessary) (or willingness to obtain one)
- Criminal Records check
- Current Working with Children check

Key Selection Criteria

Essential

- Experience in the provision of care or case work with young people

- Demonstrated capacity to understand and work with young people, and knowledge of the unique needs of young people who are experiencing or at risk of homelessness
- Demonstrated ability to work effectively within a collaborative team approach to service planning and program implementation
- Commitment to professional and personal development in a professional context
- Commitment to reflecting on your work through group and individual clinical spaces
- Ability to plan, prioritise workloads and meet deadlines as required
- Ability to stay calm and rational in challenging situations
- Experience with conflict resolution and mediation
- Excellent written and verbal communication skills

Employment conditions

- Full-time with flexible work practices available.
- Compliance with Lighthouse Foundation’s Code of Conduct, including the Child Safe Code of Conduct, policies, and procedures.
- Lighthouse Foundation takes all reasonable steps to facilitate and maintain a safe environment for children, young people, and all participants of our service. It is for this reason that Lighthouse requires all potential employees to undergo a psycho-social assessment prior to confirmation of employment.
- Terms and conditions of employment are outlined in employment contracts.
- COVID-19 vaccination certificate required upon employment.

Manager

Name:

Signature:

Date:

Staff Member

Name:

Signature:

Date:

Note: The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed by incumbent and manager before inclusion.

The role description should be reviewed formally during the annual planning and performance assessment process.