

Position Description

Position Title	Case Manager
Program or Department name	Kinship Care
Reports to	Team Leader, Kinship Care

OzChild

OzChild was founded in 1851, we 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 purpose of the position is to provide case management and case work services to children/young people residing within Kinship placements and their carers. This will include undertaking carer assessments and the provision of support to children/young people, their families and carers. There will also be an emphasis in ensuring that children/young people and their carers are linked into community based support services.

There will also be an expectation that staff will participate in the ongoing development of case practice.

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.

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Position Specific Responsibilities

Case Management and Case Support

- An ability to engage and work with families with complex needs and entrenched family patterns.
- A capacity to develop innovative approaches in working with families, children and young people.
- Provide a high quality standard of short, medium or long term case contracted case management support for all clients allocated.
- Support carers to manage issues and changes in placement as they occur.
- The provision of on-going support to carers. This support may range both in regards to intensity and intervention and may include individual case work and/or group work.
- Arrange and manage all aspects of placements for children/young people in Kinship Care.
- Ensure placements have a case management plan in place in line with 'Best Interest' principles and are reviewed regularly.
- Engage the child/young person's family and extended family network in all decision making processes.

- Engage, listen and support children/ young people 0-18 years in Kinship placements to deal with their issues, build positive relationships and engage in activities to enhance their resilience and self-esteem.
- Promote positive relationships in family systems including birth parents, carers, children/young people and extended family.
- Establish, facilitate and support family care team meetings to assist in building relationships between family members and to enhance family decision making to address issues emerging for the child/young person and within the placement.
- Support carers around complexities in relation to facilitating access and family contact
- Actively work with carers where appropriate towards obtaining a Permanent Care Order (PCO).
- An ability to undertake comprehensive PCO Assessments as required.
- Provision of reports to the Department of Human Services and the Courts as requested for children subject to Children's Court orders. Reports to be written in a concise, clearly understood and analytical style.
- Ensure Looking After Children (LAC) processes and records are adhered to and completed in a timely manner.
- Ensure health and dental assessments for all children are completed within one month of placement and reviewed annually.
- Ensure timely and accurate case notes are recorded on CRIS/CRISSP system.
- Provide a culturally sensitive and appropriate service to Aboriginal and Torres Strait Islander children/ young people and their families and children/young people and families from culturally and Linguistically Diverse backgrounds.
- Establish student support group meetings which include child/young person, carers and other significant adults to establish positive connections to the school environment.
- An ability to integrate theory and practice. This includes developmental, systems, attachment and family therapy concepts.

Linkage and Network Development

- Identify and link children/young people and carers into appropriate, relevant and/or specialist support services.
- Ability to develop and work collaboratively in partnership with Child Protection.
- Provide advocacy on behalf of children/ young people and kinship carers within the broader service system.
- Provide secondary consultation and education to other support services in regards to Kinship care.
- Develop an understanding of the service system within Southern Metropolitan Region.
- Develop positive working relationships with those services also working with children/young people, their families and kinship carers. This will include Child Protection, DEET, Adolescent support services and Southern VACCA. May also include Mental Health Services, Alcohol and Drug Services, Family Support Services and other referral services.

Team Work

- Actively participate in the development of the Kinship Team to ensure positive work practices, environment and culture.
- Contribute to the team by providing support/assistance to peers.
- Ability to work independently and actively as part of a team.
- Display initiative and accountability.

- Participate in training as required.

Quality Assurance and Continuous Improvement

- Provide services according to OzChild Kinship Care and DHHS policies and practices and in accordance with relevant legislation.
- Participate in continuous improvement initiatives.
- Participate in program development when required.

Key Job Relationships

Internal

- Case Managers
- Team Leaders/Managers
- Carers/Clients

External

- Department of Health & Human Services – Child Protection
- Schools/ educational institutions
- Specialist services/Other professionals

Qualifications

Essential

- An appropriate qualification such as Social Work or equivalent that is recognised in Australia.

Screening and Licences

- OzChild will conduct interviewing, reference checking, and ensure the completion of satisfactory safety screening (National / International Police Check and Working with Children Checks) relevant to the State or Territory that the position is undertaken.
- 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.
- Outstanding case management and case work skills.
- Knowledge of child protection issues in relation to children 'at risk'.
- Comprehensive assessment skills.
- Ability to liaise with families, carers and professionals.
- Demonstrated interest in and ability to work with children and young people.
- Outstanding communication skills.
- Excellent written skills.
- Willingness to work flexible hours.
- Ability to work as a positive member of a team.
- Understanding of the frameworks and legislation relevant to children in alternative care. A thorough understanding of child development and theories relevant to children/young people placed in care.

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.

Your 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.
- Travel between office locations maybe required.

Your 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.

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- 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.
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