

Position Description

Position Title	Family Based Care - Case Manager
Location	Tonsley Office
Child Safety (Prohibited Persons) Act 2016	Prescribed
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 5
Reporting Relationships	Reports to the Manager Operations, Family Based Care Direct reports: - Nil

Position's Primary Purpose

The Case Manager position is a role within the Family Based Care Team within Junction Australia, and reports to the Family Based Care Operations Manager. As the Case Manager, you will provide high level support, training and advocacy to foster families to ensure that children and young people in their care are best placed for their future. The role has day-to-day case management responsibility of carer households working from a therapeutic trauma informed framework.

Key Accountabilities

- Provide case management through education, ongoing therapeutic support, advocacy, training, identifying ongoing needs of foster carers whilst supporting the development of practical skills for affective therapeutic interventions
- Establish and maintain regular contact with the foster carers through regular home visits and additional support via telephone, and e-mail in line with contractual requirements
- Manage a caseload identify potential risks, while providing therapeutic support and implementing action plans to support placements so that children and young people can thrive reach their full potential
- Work with ambiguous information and draw on previous experience to develop innovative solutions to problems
- Case note recording in a factual and timely manner in accordance with Junction Australia's policy and procedure
- Conduct Foster Carer reviews and carer agreements, attend and support with Annual Reviews, monitor agreed actions to ensure Foster Carers are compliant with mandatory trainings in order to maintain carer approval
- Communicate effectively verbally and in writing when attending home visits, conducting assessments, case note recording, attending meetings and any other interaction with carers and professionals
- Work collaboratively with the Department for Child Protection when advocating and supporting foster carers and providing written and/or verbal information about the progress of a placement
- In conjunction with the Manager Operations, Family Based Care, strengthen interagency links and referral pathways that improve access to services for families
- Assist with carer recruitment processes

Position Description

- Assist the Manager Operations, Family Based Care to develop and maintain procedures and program specific manuals
- Represent the organisation agency by promoting its interest at community and cross agency levels
- Work collaboratively with immediate team members, other Junction services and business areas to ensure consistency and continuity of support provided to carers
- Actively participate in reflective practice through team meetings, decision making processes, service planning sessions, supervision, and staff development

Key Relationships

Who	How
Internal	
Supervisor	Liaise on operational matters and report key information and/or risks for the portfolio
Stakeholders	Build rapport and maintain a collaborative and connected approach to service delivery through strong working relationships
External	
Foster Carers	Develop and maintain positive relationships with foster carers which underpin the support and service delivered
Client	Provide quality client services to the client and ensure that the client is heard and considered
Stakeholders/Service Providers	Develop effective partnerships to deliver the development and provision of an appropriate case plan that aim to meet the identified support needs of each young person in the program

Core Values

Junction aspires to deliver flexible and responsive services that are underpinned by the following core values:

 IMPACT	 PASSION	 INTEGRITY	 RESPECT	 COLLABORATION
<i>We are determined to make a meaningful difference with a long-term impact and ripple effect of positive change.</i>	<i>Our tenacity brings passion to our purpose, fuelling our motivation and unwavering commitment to drive change.</i>	<i>Trusting, fair and supportive, we act with openness and honesty, preserving the dignity for the clients and tenants we work with.</i>	<i>We have an inherent belief in the value of all people and respect the right to navigate life's complexities with choice and control.</i>	<i>United by compassion and a true sense of solidarity, we are a like-minded group working together towards our vision.</i>

Capability Summary

The Junction People Capability Framework applies to all employees and is key in ensuring our Values are embedded in all we do. See attached list of all capabilities for the level of this role.

CAPABILITY GROUP	CAPABILITY NAME			
OUTCOMES FOCUSED	Positively impact clients	Deliver results	Drive innovation	Plan and prioritise
PERSONAL ATTRIBUTES	Act with integrity	Live our values and embrace	Show resilience and adaptability	Display self-awareness and motivation
POSITIVE RELATIONSHIPS	Client centric	Influence and negotiate	Communicate effectively	Work collaboratively
LEADERSHIP & PEOPLE MANAGEMENT	Inspire and lead with purpose	Manage through our Values	Support and develop our people	Make sound and agile decisions
BUSINESS ENABLERS	Manage change	Optimise resources	Leverage technology	Understand financial requirements

Position Requirements

- A satisfactory Working with Children Check (WWCC) or Nationally Coordinated Criminal History Check (NCCCHC) must be completed (as applicable), prior to commencing employment and maintained thereafter
- Current Safe Environments Certificate is required, and the employee must comply with relevant state legislation to support a child safe organisation
- Holds a current unencumbered Australian Driver's Licence or equivalent, and is willing to drive
- It is a requirement of the position to be accredited in Therapeutic Crisis Intervention with 6 months of commencing with Junction. Failure to successfully achieve accreditation within in this 6 month period will result in the termination of employment
- Undertake rostered on-call responsibilities as needed
- Willing to work occasional flexible hours to meet operational requirements
- Travel for regular home visits with the carers and to interagency meetings is required
- Some intrastate and interstate travel may be required

Selection Criteria

Education and Knowledge

- Degree or tertiary qualifications in Social Work, Human Services.
- Understanding of relevant statutory requirements and legislation for children under the Guardianship of the Chief Executive - essential
- Understanding of social justice principles – including equity of access, discrimination and equal opportunity, individuals rights and privacy

Skills and Experience

- Demonstrated knowledge and experience working with young people under the Guardianship of the Chief Executive - essential
- Demonstrated experience and/or understanding of managing a caseload of clients - essential
- Sound understanding of case management principles together with previous experience in developing and overseeing case plans within an established case management model
- Experience working with, or demonstrated understanding of the needs of, children and adolescents at risk
- Strong communication (verbal and written), interpersonal and negotiation skills
- Ability to work effectively, both independently, and as part of a team
- Ability to prioritise own workload and allocated tasks are completed in timely manner
- Demonstrated understanding of appropriate responses to clients with behaviours that demonstrate high and complex needs

Equal Employment Opportunity

Junction is an equal opportunity employer that embraces a culture of diversity. We encourage applications from the Aboriginal and Torres Strait Islander community, people with disability, and people from every culture, gender and sexuality identity, age and ethnic background. Junction is committed to being a Child Safe organisation and has zero tolerance for child abuse.

OUTCOMES FOCUSED	PERSONAL ATTRIBUTES	POSITIVE RELATIONSHIPS	LEADERSHIP & PEOPLE MANAGEMENT	BUSINESS ENABLERS
Positively Impact Clients - Actively works to understand clients/customers and stakeholders - Engages clients/customers in a friendly and appropriate manner - Shows respect for clients/customers and stakeholders	Act with integrity - Acts in accordance with Junction Values and Code of Conduct - Is honest, ethical and professional - Acknowledges mistakes and learns from them	Client Centric - Actively works to understand clients/customers and stakeholders - Engages clients/customers in a friendly and appropriate manner - Shows respect for clients/ customers and stakeholders	Inspire and lead with purpose - Supports others to understand the organisational direction - Contributes to the development of team goals and helps others to do the same - Recognises and acknowledges team members achievements and successes	Manage change - Supports and participates in change initiatives, assisting others to understand - Recognises doubts about change in the workplace and is open to transparent conversations about those doubts - Recognises barriers to change, both own and colleagues, supporting each other to accept and facilitate change
Deliver results - Focuses on own performance and seeks to deliver quality services - Seeks clarity of tasks, asks questions, knows what is expected of them - Energetically approaches challenges - Reports progress and any potential delays or issues which may impact on others	Value and embrace diversity - Sees differences in people as valuable and potential assets - Values diversity of thought and includes everyone within the team - Is open-minded – listen to learn and understand	Influence and negotiate - Contributes to finding effective solutions that influence positive outcomes - Works with team to manage workload and/or priorities - Participates in discussions to resolve differences with others	Contributes to a positive focus safety - Shows genuine care for the safety and wellbeing of self, others and the communities - Follows all Work, Health and Safety policy/procedures, contributes to safety and works with others to achieve a zero-harm environment	Optimise resources - Works with team members to make effective use of resources to maximise service outcomes - Works with team members to ensure a combined and accurate understanding of processes and practices for the work place - Works with team members to identify team expectations and standards with a focus on efficiency
Drive innovation - Shows a willingness to try new ways of working - Generates and shares ideas about ways to continuously improve work and solve problems - Looks for better ways to achieve the right outcome	Show resilience and adaptability - Works to embrace and assist change - Helps to engage others in the change process - Shows resilience in times of uncertainty	Communicate effectively - Actively listens to clients/tenants and colleagues - Contributes to team discussions and planning - Keeps stakeholders informed of progress and issues	Support and develop our people - Responds flexibly to changing demands - Helps others to identify development opportunities to increase capability	Leverage technology - Is familiar and confident in using office software applications and technology - Understands the function of the technology currently used in role - Understands and complies with information, communication and document control policies, systems and security protocols
Plan and prioritise - Sets priorities and organises self to meet deadlines - Discusses and agrees work plans, timelines and goals with direct lead - Regularly tracks progress on work tasks and adjusts work priorities accordingly - Provides input to the development of team work plans and goals	Display self-awareness and motivation - Looks for opportunities to learn from the feedback of others - Is prepared to challenge self and take calculated risks - Is open to development of capabilities that help attainment of goals	Work collaboratively - Helps others who need guidance or direction on a job - Shares information, ideas - Acknowledges others' efforts	Make sound and agile decisions - Makes and implements routine decisions on daily work in a timely manner - Consults and seeks necessary information as a basis for decisions - Explores various possibilities and generate innovative solutions	Understand financial requirements - Understands budgets can only be used for intended purposes - Appreciates the importance of accuracy in estimating costs, analysing financial data and recording transactions - Uses all resources wisely and efficiently