

Position Description



Case Manager – Intensive Therapeutic Care (Significant Disability)

Wesley Dalmar Child, Family & Disability

July 2026

Agreement

Signed–Manager

Signed–Employee

Date

Date

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion our values are Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Intensive Therapeutic Care - Significant Disability

The ITC-SD Case Manager is responsible for providing high-quality and effective case work services for young people in Intensive Therapeutic Care. The role focuses on permanency planning, achieving identified case plan outcomes, and ensuring the child/young person's needs are identified, monitored and met through dynamic assessment, planning, decision-making and record keeping.

The Case Manager works closely with the therapeutic specialist, house manager and ITC-SD team to support trauma recovery, identity development, life skills, and long-term wellbeing.

3. Purpose of role

The ITC-SD Case Manager is responsible for providing high-quality and effective case work services for young people in Intensive Therapeutic Care. The role focuses on permanency planning, achieving identified case plan outcomes, and ensuring the child/young person's needs are identified, monitored and met through dynamic assessment, planning, decision-making and record keeping.

The Case Manager works closely with the therapeutic specialist, house manager and ITC-SD team to support trauma recovery, identity development, life skills, and long-term wellbeing.

4. Relationships

Reports to: Program Manager

Key relationships:

ITC-SD House Managers
ITC-SD Therapeutic Specialists
Quality, Risk & Compliance Specialists
Learning & Development Specialists

Industrial instrument:

Social, Community, Home Care and Disability Services Industry
Award 2010, Level 5

5. Major role responsibilities

- Ensure emotional, social, behavioural, developmental and educational needs of children/young people are met through development, implementation and review of therapeutic case plans.
- Assist children/young people with life story work and development of identity and life skills.
- Provide effective assessment, planning, implementation, monitoring and review of case plans to achieve permanency and identified outcomes.
- Work collaboratively with the ITC-SD team to ensure service delivery is integrated, coordinated and tailored to individual needs.
- Facilitate attendance at case reviews and ensure all required documentation is completed.
- Ensure all young people over 15 have a clear and concise leaving care plan.
- Establish collaborative relationships with specialist and mainstream services.
- Develop strong partnerships with Aboriginal and CALD agencies to ensure culturally sensitive practice.
- Create and support cultural needs through Cultural Support Plans.
- Ensure statutory child protection requirements are adhered to.
- Promote participatory practice where children/young people can influence decision-making.
- Ensure case work delivery aligns with OCG Child Safe Standards, ITC-SD requirements, DCJ OOHG Case Management Policy and Guidelines.
- Maintain records and documentation in line with policies and procedures.
- Identify improvements that contribute to better outcomes for children and young people.
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6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.

- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate.
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission.
- Maintain confidentiality
- Maintain a knowledge of and follow mandatory reporting requirements.
- Accept and perform other duties as may from time to time be determined by the Program Manager.

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

Compliance with time frames set out within Wesley Mission Policy and Procedures regarding case reviews, home visits and record management.

Participation in meetings and implementation of 100% of case plans.

8. Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

Conduct consistent with the organisation's Code of Conduct and:

- Work in accordance with the organisation's Vision, Mission and Values.
- Value people through kindness, respect, care and support.
- Foster trust through honesty, integrity, reliability and fairness.
- Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
- Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
- Outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with.
- Demonstrated ability to work unsupervised as well as be an effective team player with a positive can-do attitude.

Essential skills/knowledge

- Bachelor degree in Social Work, Psychology or Social Welfare.
- Minimum 2 years casework or OOHC experience.
- Experience working with young people with complex care needs.
- Understanding of OOHC policy, standards and quality frameworks.
- Strong collaboration skills and professional boundaries.
- Excellent written and verbal communication skills.
- Proficient computer skills.
- Current unrestricted NSW driver licence, WWCC and satisfactory criminal history check.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- An understanding of the NDIS framework, Child-Safe Standards and ITC -SD Mode.
- Experience working with the NDIS and familiarity engaging with NDIS providers.
- Demonstrated ability to develop and implement case plan goals for young people with challenging behaviours.
- Demonstrated experience working therapeutically with children and young people who have experienced significant challenges and trauma.
- Working knowledge of relevant legislative requirements including but not limited to Children and Young Persons (Care and Protection) Regulation 12 under the Children and Young Persons (Care and Protection) Act 1998; Ombudsman Act 1974 (Amendment); Adoption Act 2000

- Experience and understanding of WH&S issues in the workplace
- Current Therapeutic Crisis Intervention training.

Training and qualifications

- Bachelor Degree qualification in Social Work, Psychology, or Social Welfare.
- Minimum 2 years casework or OOHC experience.
- Experience working with young people with complex care needs.
- Understanding of relevant Legislation, standards and quality frameworks.
- Strong collaboration skills across professional boundaries.
- Current unrestricted NSW driver licence.
- A current Working with Children Check.
- Satisfactory criminal history record check.
- Willingness to obtain a NDIS worker check.
- Willingness to be added to the Residential Carers Register.

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.