



JOB DESCRIPTION

Case Manager

RESPONSIBLE TO: Practice Lead

BASIC RESPONSIBILITY: To effectively provide coordinated case management to Interrelate clients through a process of engagement, screening, needs assessment and referring them to appropriate services within Interrelate and externally if required.

DUTIES:

1. Be the primary contact for referral from the Client Experience Team to support complex client needs.
2. Undertake intake assessment with clients to:
 - a. assess eligibility and suitability for services
 - b. assess the person's / family's needs
 - c. prioritise services
 - d. assess risks (including suicide risk) and develop action plans to mitigate risks
 - e. assist clients / families to develop their own goals and case/service plan
 - f. make appropriate internal and external referrals
 - g. refer to other services including scheduling people into their initial appointment with Interrelate practitioners / services
3. Monitor progress and the changing needs of families while they are waiting for and receiving Interrelate services.
4. Provide case management and/or brief interventions to a caseload of clients.
5. Provide (as appropriate to qualifications and skills) or facilitate access to therapeutic interventions as appropriate to scope of role and client need. This may include, but is not limited to, counselling and/or specialist services providing support to people who use violence.
6. Conduct regular case management meetings as required including attending and facilitating external meetings with other services or agencies.
7. Regularly consult with the manager / supervisor regarding intakes and the case management of families.
8. Uphold the philosophy of Interrelate's child focus / child inclusive model and its commitment to supporting families by providing inclusive family friendly services.



9. Provide clinical support to parents and children as a member of a multi-disciplinary team.
10. Maintain professional documentation and administrative systems according to agency requirements.
11. Attend regular training, staff meetings and supervision as requested.
12. Liaise regularly with Practice Leads on strategies for the continual improvement of Interrelate services.
13. Assist in the development and maintenance of quality processes.
14. Ensure that a client centred, customer service perspective is reflected in all aspects of duties.
15. Develop and maintain relationships with a broad network of services in the region, including the courts, solicitors, government agencies, NGO's and community organisations.
16. Promote the range of Interrelate services within the region by attending regular interagency and stakeholder meetings/events - in collaboration with the Community Development worker.
17. In collaboration with Practice Leads and Office Supervisors work to meet targets set for all programs.
18. Remain abreast of professional trends and literature relevant to child development and case management.
19. Provision of group work to children, young people, families and the general community.
20. Develop and maintain referral register in consultation with Practitioners.
21. Follow WHS policies and procedures relating to workers, managers and officers as per Interrelate's WHS policy

CORE CAPABILITIES:

Client Outcomes (Intermediate): Provides clients with high quality specialised or technical service and appropriate referrals

Client Diversity (Intermediate): Demonstrates sensitivity and respect for diversity and differences in clients, adjusting to the needs of clients

Knowledge of Client Issues (Foundational): Maintains awareness of client issues and needs



Confidentiality (Intermediate): Demonstrates a respect for confidentiality; follows relevant policies and procedures to deal with more complex and ambiguous issues

Ethics (Intermediate): Adheres to professional boundaries and standards; provides advice and assistance to others

Interpersonal Skills (Foundational): Demonstrates active listening, empathy and sensitivity when interacting with clients and colleagues

Technology (Foundational): Uses technology and software applications effectively in accordance with task requirements

Planning and Time Management (Foundational): Organises work to meet agreed schedules and timelines, adapting to changing demands as required

Knowledge of Community (Foundational): Maintains basic knowledge and awareness of client and/or community issues and organisations

Reflective practice (Foundational) Applies organizational practice models, procedures and relevant legislation when working with clients.

POSITION REQUIREMENTS:

Interrelate employees are required to:

- Understand and comply with all policies and procedures pertaining to the Organisation
- Perform other duties consistent with the responsibilities of the position as required by Management
- Demonstrate an awareness and commitment to the Organisation's Code of Conduct, values and purpose
- Work in collaboration, and network with, key stakeholders and the wider community
- Follow WHS policies and procedures relating to workers as per Interrelate's WHS policies and procedures
- Understand the principles of diversity, equity and inclusion; and, the needs of the diverse communities Interrelate provides services to
- Complete a satisfactory Australian National Police Check
- Hold clearance of a NSW Working with Children Check (or State/Territory equivalent), current drivers licence (if required for the role), and unrestricted permission to work in Australia

**SELECTION CRITERIA:**

- Bachelor degree in social work, community welfare, counselling, psychology or related discipline OR a Graduate Diploma in counselling, community service or equivalent in addition to a Bachelor degree that is not a related discipline.
- Demonstrated experience in case management with families along with the skills in managing high parental conflict whilst upholding the best interests of the child.
- Demonstrated experience in therapeutic work with families and children; along with knowledge of child development, child protection and family violence issues.
- Ability to liaise with the community and build local networks including family law specialist and magistrates along with experience in dealing with the Family Law System.
- The ability to work collaboratively with a multi-disciplinary team to ensure positive outcomes.
- Excellent written and oral communication skills.