



POSITION *description*

Position title	Therapeutic Case Manager – Foster Care
Team	Children & Family Services
Reports to	Senior Team Leader – Children & Family Services
Direct reports	Therapeutic Support Workers, Students, Volunteers
Date effective	November 2026
Job Type	Full Time – Ongoing
Award / Salary	SCHADS - SACS Level 5 + Salary Packaging Benefits + Superannuation
Location	North Hub (Fawkner) Youth Resource Hub (Cremorne)

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

Lighthouse Foundation's Foster Care program is a therapeutic program designed to meet the complex emotional and psychological needs of children and young people in home-based care. The Therapeutic Case Manager is responsible for creating a safe, supportive, and therapeutic environment that acts in the best interests of the child or young person. The role is to support and supervise foster carers in providing the day-to-day care of the child or young people aged 0 – 18 years and to organise and lead their care team using the Lighthouse Model of Care.

A key element of the Lighthouse's unique and innovative program is the creation of a sense of community through a 'Hub' home where carers gather for therapeutic support and assistance with both emotional and practical needs. Be part of a community where carers and young people receive the quality therapeutic support they need to thrive in their role.

This role will work towards creating positive and long-lasting effects on children and young people in our care, attracting, retraining and developing trauma informed foster carers to reduce placement breakdowns for those in their care.

Role specific requirements

Area of responsibility	Activities (performance measured against activities during reviews)
Monitoring Foster Care Placements	Provide therapeutic case management to children and young people in foster care to ensure: • Ensure children/young people are being provided with a high standard of care in line with DFFH requirements, including a minimum monthly visit with the child/young person separately to the Carer • Ensure care is administered in accordance with the Lighthouse Model of Care • Organise and lead the Care Team with the aim of supporting the young person's day-to-day care • Encourage a holistic attachment and trauma-informed approach to care, maintain dignity, privacy and individuality of each child/young person incorporating psychological, social, cultural and spiritual needs • Identify areas of strength, improvement and concern regarding care; report these to line supervisor to work collaboratively with the Care Team to formulate a plan of action to best meet the needs of the child/young person • Support with any incident management that may be required • Advocate for progression of the child/young person's care plan

	• Maintain team morale, develop good communication and interpersonal relations in the Foster Carers' homes, inclusive of the Hub, motivating Carers towards a high standard of care • Develop care and contingency plans in accordance with the Care Team • Monitor and facilitate conflict resolution • Monitor referrals and coordinate placement matching
Supervision of Foster Carers	• Provide ongoing support, feedback, guidance and supervision to the Foster Carers as per program guidelines • Participate in Carers' meetings and trainings • Role model a leadership style that is relationship-driven and consistent with the Lighthouse Model of Care • Ensure awareness and compliance with Lighthouse's policies and procedures and report breaches and concerns to the Foster Care Program Manager • Oversee and approve all communication to stakeholders pertaining to statutory young people • Liaise and network with external professionals, workers and volunteers
Record Keeping	• Record all case notes and activity in client management systems; Family Journey, CRIS and CRISP as per requirements • Provide all aspects of case management and maintain all statutory files and protocols, including Looking After Children (LAC) documentation as required
Relationship Management (Internal and External)	• Collaborate with other service providers/agencies for the benefit of the child/young person • Work with DFFH and/or external service providers, inclusive of other Lighthouse Foundation services, to ensure that children/young people's transitions into the Lighthouse Foster Care Program is therapeutic and in the child/young person's best interests
Recruitment, Training and Assessment of prospective Foster Carers	• Facilitate Shared Lives training • Follow the Step-by-Step guidelines for the assessment of new applicants • Follow all procedural requirements for on-boarding new Carers
On Call	• Participate in the Lighthouse Manager on Call roster as needed
First Aid	• Expectation to provide First Aid and CPR treatment when and if required

Organisational specific requirements

Organisational participation	- 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	- 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	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	- All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks - Identify and communicate any risks in Care
CQI	All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks
Commitment to Lighthouse culture	Staff are expected to participate in the processes and practices that uphold the Lighthouse culture
Commitment to trauma informed practice	Staff are expected to: - 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

- All other authorities listed under the Lighthouse Delegation of Authority policy

Qualifications and Licences

- Minimum Bachelor Level Qualification in Social Work, Psychology, Counselling or related field
- Current driver's licence
- Valid first aid certificate (or willingness to obtain one)
- Criminal Records check
- Current Working with Children check
- Step by Step registration and Shared Lives facilitator (desirable)

Key Selection Criteria

Essential

- Understanding of the challenges that children / young people in out-of-home care experience
- Understanding of trauma informed practice, psychodynamic and attachment theories
- Excellent written and verbal communication skills
- Ability to work within a team environment and independently
- Commitment to and understanding of the vision and work of Lighthouse Foundation
- Ability to plan, prioritise workloads and meet deadlines as required
- Experience with conflict resolution and mediation
- Demonstrated commitment to personal and professional development

Desirable

- Experience working in home-based care, with children and young people
- Experience in case management
- Experience in foster care, personally or professionally

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.

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.

Statement of Commitment to Child Safety

Lighthouse Foundation ensures that systems and accountabilities at every level of our organisation create an environment that prioritises the safety and well-being of every baby, child and young person in our care.

Our systems are targeted towards the prevention of abuse. We do this through robust recruitment and rigorous supervisory processes for every staff member and volunteer that comes into contact with our babies, children and young people. All staff, volunteers and young people are educated about how to recognise and report any concerns of abuse at Lighthouse Foundation.

We are committed to a thoughtful and protective environment that supports our babies, children and young people to feel safe and respected, and to build their capacity to feel deeply cared for and important to other human beings.

Threaded through all our processes is a commitment to the cultural safety of our babies, children and young people. We are inclusive and attuned to those from Aboriginal and Torres Strait Islander heritage, culturally and/or linguistically diverse backgrounds, the LGBTQI community, and babies, children and young people with a disability.