

Position Description

Position Title:	IFS Case Manager
Program/Section and/or Portfolio:	Integrated Family Services
Location:	Melton. Travel to other locations will be required.
Reports To:	Team Leader, Integrated Family Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010</i> , Level 5

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

About the Program/Section

CatholicCare's Integrated Family Services works with vulnerable families, children and young people in the Western suburbs.

Position Summary

This position seeks to provide case management services to vulnerable children, young people and their families to strengthen relationships, prevent family breakdown and ensure the best interests of the child are met.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Service Delivery	<ul style="list-style-type: none"> • Manage a varied caseload dependent on target requirements from Department of Families, Fairness and Housing (State Government) within the IFS Program. Targets include children subject to Child Protection Orders and families impacted by family violence. • Assist families to meet Child Protection case plans to facilitate children in out of home care to be reunified with family members and/or to facilitate family preservation so children remain in the care of family members or carers. • Provide a case management service for children, young people and their parents, including CALD families and children. • Assess referrals and requests for family violence case management services. • Contribute to an integrated and collaborative child-centered, family focused service system. • Recognize and respond appropriately to perpetrator behavior and perpetrator driven risk • Encourage joint family violence risk assessments (MARAM Audit tool/risk assessment), and safety plans and enhanced information sharing. • Support and promote improved understanding of the perpetrator's pattern of coercive control and its impact on children and to assess the ability of the protective parent to safely parent. • Support cultural safety, keeping Aboriginal families and other groups connected to their culture, and accessing appropriate services. • Develop initial case plans in partnership with the family that work to ensure an environment of safety, security, family stability and age appropriate development of children based on the Department of Families, Fairness and Housing, Best Interests of the Child and Stability Planning case practice models. • Assist families to meet their case plan goals
Networks and Collaboration	<ul style="list-style-type: none"> • To advocate on behalf of the client in areas where there are complex issues with other agencies. • Assist with the provision of information in relation to community resources and services and to support the client in accessing these services. • Work as part of the Western and Brimbank/Melton Alliance and work collaboratively with partners/agencies in the Integrated Family Services Team. • Attend relevant internal and external meetings, including case conferences and case management meetings • Assist clients in identifying, developing and maintaining informal support networks within their communities.
Reporting/Data Collection	<ul style="list-style-type: none"> • In conjunction with line manager, responsibility for meeting annual client targets and hours of service as per Department of Families, Fairness and Housing funding and Service Agreement

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	<ul style="list-style-type: none"> • Systematically gathering client feedback to examine outcomes for children and families • Participation in clinical supervision and professional development • Maintain up-to-date case notes, reports and files in a professional and timely manner using IRIS.
Program Development and Quality Improvement	<ul style="list-style-type: none"> • Maintain quality case files. • Sound knowledge of the Children, Youth and Families Act, 2005, with a focus on the Best Interests Framework and Stability Planning. • Contribute to ongoing Quality Improvement as required. • Support a culture of Occupational Health and Safety at all times.
Supervision and Team Work	<ul style="list-style-type: none"> • Attend and participate in regular professional supervision. • Attend team and other staff meetings as required • Seek out opportunities for professional development • Participate in quality assurance activities and regular performance appraisals • Promote teamwork through the sharing of skills and knowledge

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general direction of the Team Leader, Integrated Family Services.

Position/s Reporting to Position:

Not applicable.

Authority:

The position works within standards and procedures.

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

- operates as a member of the Integrated Family Services team;
- collaborates with other CCV teams, etc.

External Relationships:

- Department of Families, Fairness and Housing
- Represents CatholicCare Victoria in external forums, etc.

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Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Code of Ethics and Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

- Tertiary qualifications in Social Work or equivalent (such as Psychology, Social Science etc).

Experience

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- Demonstrated experience in case management working with vulnerable children and their families.
- Demonstrated experience working in or with Department of Families, Fairness and Housing Child Protection (or similar) highly desirable.
- Proven experience working with families impacted by family violence.
- Proven experience in working with children, young people and their families from CALD communities.
- Demonstrated understanding of child and adolescent development and a range of theoretical frameworks and intervention strategies.

Knowledge, Skills and Attributes

- Demonstrated case Management experience in working with vulnerable children, young people and their families. Working with clients from CALD communities.
- Proven understanding of working within the Department of Families, Fairness and Housing Best Interests Case Practice and Stability Planning models and knowledge of the CFYA, 2005.
- Demonstrated management of a varied case load and ability to prioritise tasks and meet deadlines.
- Proven understanding of and ability to participate in professional supervision.
- Demonstrated capacity to actively seek out opportunities for personal and professional development.

Child Safety

- Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards and any other relevant legislation.
- Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
- Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Other Requirements

- Current driver's licence.
- Current Working with Children Check.
- Current Australia-wide Police Check (and international where required).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s,

It is the incumbent's responsibility to maintain a current Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Job Condition

The incumbent in this position is authorised to act as a family counsellor on behalf of CatholicCare Victoria in accordance with *Section 10C(1)(b)* of the *Family Law Act*.

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Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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