

POSITION DESCRIPTION

CASE MANAGER

Intensive Case Management Service (ICMS)

January 2012

Junction Support Services (JSS), operating since 1989, is an independent, not-for-profit Community Service Organisation providing high quality and innovative services to single adults, families, children and young people in the Eastern Hume Region of Victoria. Junction Support Services is a charitable organisation.

JSS' Vision: Through partnerships, we build bridges to enable people to achieve their full potential.

JSS' Values:

- **Potential of all people:** by acknowledging and respecting each other's differences and opinions and respecting clients' right to self determination
- **Integrity:** by promoting ethical practice; being professional in our dealings and being honest, trustworthy and reliable in our work
- **Excellence:** we are passionate about what we do and practice from the best interests of clients
- **Communities:** through nurturing and investing in quality relationships; pursuing collaborative approaches to effective practice and contributing to community education and awareness

ICMS provides multi-disciplinary, intensive case management and youth outreach service to young people (aged 12 to 17) subject to statutory child protection orders, who are at a high level of risk, and for whom less specialised services would be ineffective in managing the level of risk or improving the young person's circumstances.

POSITION OBJECTIVES:

1. To provide an intensive case management service to high-risk adolescents in Protective Care, on a contractual basis.
2. To ensure each adolescent receives a comprehensive assessment.
3. To ensure effective planning and coordination of services for each adolescent.
4. To develop, implement, monitor and review a variety of plans for each adolescent that matches their needs; all within the parameters of their Child Protection case plan.

ORGANISATION CONTEXT / RELATIONSHIP:

The position of ICMS Case Manager reports directly to the ICMS Team Leader.

Internal Liaison:

- CEO
- Client Services Manager
- Continued Care Manager
- Continued Care Team Leaders
- Other ICMS Case Managers
- Residential Care staff
- Other Managers and staff members
- Service Users

External Liaison:

- Local, State & Federal Government Departments
- Community Groups
- Education and Training Providers
- Statutory Authorities
- General Public
- Health Providers

KEY RESPONSIBILITIES:

Service Delivery:

- Provide intensive support to adolescents in order to stabilise them and reduce their risk behaviours.
- Attend to adolescents' urgent needs immediately.
- Assess each adolescent's needs and, in collaboration with all key stakeholders, develop and implement an effective individual care and placement plan.
- Regularly monitor and review both the individual's care and placement plan as well as their best interest plan (in collaboration with key stakeholders); varying the plan according to the adolescent's changing needs.
- Implement and monitor the adolescent's case plan, developed by child protection services.
- Ensure that support for adolescents and their families, acknowledges their rights and is confidential and professional.
- Assist adolescents to improve their living/social skills, with the objective of developing fully independent living skills.
- Provide intensive support to assist adolescents who are moving towards independent living as a goal.
- Assist adolescents to develop positive and supportive relationships with their family and others in accordance with their care and placement plan and case plan goals.

- Encourage adolescents' participation in the management of their support and accommodation.
- Ensure the 'Looking After Children' framework and processes are implemented in a manner that reflects good practice.
- Work in conjunction with placement agencies to assist adolescents to establish and maintain their placements.
- Liaise with other service providers to assist adolescents entering and exiting housing where appropriate.
- Liaise with protective services, other Junction Support Services' programs and other service providers to meet the needs of adolescents, in accordance with their care and placement plan and case plan goals.
- Coordinate services, provide direction and make decisions.
- Advocate for adolescents in order to maximise their access to relevant services and networks.
- Provide information on the range of services available to adolescents and make appropriate referrals where relevant.
- Maintain existing, and establish new, professional networks.
- Ensure adequate exit planning is undertaken for each adolescent.
- Provide six weeks post-statutory support for each adolescent.

The Organisation:

- Implement Junction Support Services' aims and objectives through competent work practices.
- Comply with Junction Support Services' policies and procedures; funding guidelines; and legislative requirements.
- Adhere to established protocols that exist between Junction Support Services and other service providers.
- Follow Occupational Health and Safety standards, guidelines and practices. Participate in the identification of potential and actual hazards and managing risks.
- Take responsibility for input into the day-to-day operations of the organisation, as well as policy development.
- Maintain the organisation's ideological framework of a strength-based work practice.
- Contribute to team building principles.
- Provide feedback on the organisations policies
- Individually contribute to ensure effective communication occurs within the organisation.

Performance Development:

- Actively participate in JSS' Performance Development System (PDS) as per JSS' Performance Development Policy
- Participate in own training and professional development as identified through the PDS
- Ensure 100% compliance with all aspects of the PDS

Administration:

- Maintain administrative requirements of the program including confidential client records, reports and data collection processes.
- Ensure all Looking After Children records are completed within specified timeframes, are up-to-date and distributed to appropriate people.
- Provide written reports – for example, court reports, case assessment reports, critical incident reports, best interest review reports, – as required.
- Attend staff and team meetings, case plan meetings, annual review meetings and other professionals meetings as required.
- Ensure Junction Support Services' policies and processes and funding guidelines are observed.

Other:

- Participate in Junction Support Services' after hours on-call service, after 3 months of employment with JSS.
- Participate in other relevant meetings as directed by the ICMS Team Leader.
- Other duties as required by the organisation.

SELECTION CRITERIA:

1. A relevant tertiary qualification such as a degree in Social Work, and one years experience in the provision of support to adolescents with complex needs and challenging high risk behaviours.
2. An understanding of the developmental and therapeutic needs of adolescents who have experienced trauma, abuse and neglect.
3. Knowledge of a range of theoretical perspectives, with the ability to apply these theories when working with adolescents on statutory orders.
4. An ability to work within a case management framework, including the ability to adequately assess young people's needs and develop, evaluate, and vary support plans in relation to those needs.

BENEFITS:

- Personal use of an agency vehicle to the value of \$7,000 - \$8,500 per annum
- 5 weeks annual leave per annum
- 17.5% leave loading on 4 of the 5 weeks annual leave per annum
- Generous salary sacrificing available with a wide range of options
- Annual wage increases (in accordance with Fair Work adjustment or CPI)
- 50 hours or \$500 per annum (whichever occurs first) to contribute to relevant non mandatory and professional development training costs

- The support of regular internal supervision and external supervision
- Access to Professional/Clinical Debriefing for critical incidents experienced in relation to work
- The potential to take leave without pay and an unpaid career break
- Ability to take all personal leave days as careers leave
- 4 weeks paid maternity leave or 1 weeks paid paternity leave
- Reimbursement for HEP A/B and flu vaccinations
- A supportive environment that includes comprehensive induction and assistance with professional development

CONDITIONS OF EMPLOYMENT:

This position is for 76 hours per fortnight and is based in Wodonga. The service is operational Monday to Friday, 9.00am to 5.00pm. The position will require some work to be undertaken outside or normal working hours, but any extra hours worked will be accrued as Time in Lieu. There is no paid overtime.

The salary for this position is classified under the Social and Community Services (Victoria) Award as Social Worker Class 1, Year 5 - 7 (paid at over award wage). The year selected as the commencement level of salary will depend upon qualifications and proven relevant experience. This position includes personal use of an agency vehicle (with the requirement to pay JSS for all personal fuel used, including commuting to and from work) and generous salary sacrificing options. The terms and conditions of employment are in accordance with Junction Support Services' Enterprise Agreement (known as Central Hume Support Services Enterprise Agreement).

A maximum accrual of fourteen (14) hours time in lieu applies at any one time and is to be taken within one month of accrual. No more than four (4) weeks annual leave is to be accrued without manager's approval.

Participation in the organisation's after hour's on-call service is required after 3 months of employment in the role and will be on a roster basis.

Employer superannuation contributions will be paid to Health Employees Superannuation Trust Australia (HESTA) and in accordance with the Superannuation Guarantee Charge Act.

The successful applicant will be required to undergo satisfactory pre-employment checks, including at least two (2) professional referees, a criminal records check, Victorian Working with Children Check, proof of qualifications, and registration with the Department of Human Services.

The successful applicant will initially be engaged for a probationary period of six (6) months. A probationary review before six (6) months will be undertaken.

Organisational vehicles are available for authorised use and are to be used at all times for work-related purposes in accordance with the organisation's Motor Vehicle Policy. For this reason, it is a requirement that all employees hold a current and valid driver's licence whilst employed with the agency.

In the event of an internal application, accrued leave entitlements will be carried over.

APPLICATION PROCEDURES:

Junction Support Services does not bind itself to make any appointment whatsoever from applications received. Applications **must** include the following:

- a covering letter;
- brief statements addressing each of the selection criteria;
- your resume/CV detailing employment history;
- a completed Reference Checks Form providing the names and contact numbers of three professional referees (include current employer/supervisor) who can provide comment on the selection criteria

Applications must be received at Junction Support Services by **5:00pm, Monday 28th May 2012**, in an envelope marked CONFIDENTIAL and addressed to:

Celestine Willmott
Recruitment Officer
Junction Support Services
PO Box 1490
WODONGA Vic 3689

or emailed to:

celestine.willmott@junction.org.au

Agency information, assistance with writing applications, JSS' policy of police checks, and any necessary forms can also be found on the JSS website – www.chss.net.au

If you have any questions with relation to the position, please contact the Program Manager, Dana on - (02) 6043 7437.

Applicants invited to attend an interview must bring to the interview their original certificate(s) as proof of qualification.

Junction Support Services is an equal employment opportunity employer.