

# IMPACT Community Services Position Description



**JOB CODE:** 04.019.01  
**JOB TITLE:** Case Manager  
**PROGRAM/SECTION:** Intensive Family Support Program  
**REPORTS TO:** Program Manager Intensive Family Support Program  
**AWARD:** Social, Community, Home Care and Disability Services Industry Award 2010

**CLASSIFICATION:**  
**PROBATIONARY PERIOD:** 6 months (monthly reviews undertaken during this period)

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### Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures. In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

**Who are we?** As a charitable organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. Through our programs and services, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.

**What is our vision?** To lead the community in pioneering improved life opportunities

**What is our mission?** Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

**What are our values?**  
 What do we expect from our staff and what do our clients expect from us?

**Trust** we are honest, accountable to our community and transparent in our actions

**Empowerment** in every endeavour we strive to support people to achieve their goals, own their actions and make sustained change in their lives according to what they want

**Relevance** we serve our community’s needs through a contemporary individual choice based approach to community service

**Compassion** we are caring and understanding in our support of people in our community

**Inclusiveness** we believe that diversity in our community makes us stronger and provide equal opportunity to all



## OVERVIEW:

Support vulnerable and at-risk families to build their capacity to safely care for and nurture their children. This program aims to strengthen the protective factors within the family to ensure vulnerable children and young people can safely live at home, and for families to:

- become stronger and more resilient
- have improved life skills
- be safe and protected from harm

## MAIN DUTIES/RESPONSIBILITIES:

- Demonstrate IMPACT's culture and values in work practice and in interpersonal relationships.
- Take reasonable care for personal health and safety in the workplace and that of others
- Develop engagement strategies for families affected by domestic and family violence, including strategies to assess, monitor and minimise risk to family members and workers
- Identify, develop and maintain case plans and goals that provide direction and purpose, are focused on skill development and placement prevention, and that can be accomplished during the time available
- Provide specialist advice, screen for domestic and family violence and undertake risk assessments where domestic and family violence is identified
- Engage all family members who require a service response including fathers, and working with the whole family where it is safe to do so
- Work in partnership with the extended community, and maintain a current and comprehensive resource library of support services
- Perform client home visits where appropriate
- Provide continuity of care to the children and their family over time within a culturally sensitive environment and support tangible improvement in their day to day life
- Provide a positive resource centre for children, parents or extended family
- Community engagement and promotion of IMPACT's services
- Continue to develop community and public awareness
- Source and provide educational opportunities which deliver an accurate portrayal of domestic violence issues within the community
- Maintain files, file notes, evidence and correctly completed forms that satisfy contract requirements
- Collect relevant information and record same accurately, comprehensively and store securely
- Collect data, monitor and review service objectives/process to collect baseline data to inform project improvement and to provide input into national initiatives
- Maintain confidentiality and security of information at all times
- Develop and maintain knowledge of current contractual requirements and operational updates
- Comply with all relevant legislation, regulations and professional standards
- Participate in organisational evaluations and complete organisational forms as requested

## CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)



*Essential*

- Possession of a qualification in human services or related field
- Relevant life experience and/or demonstrated understanding of issues facing people with vulnerable families
- Knowledge of domestic violence issues in the community, their impact on individuals and families and current approaches to addressing these
- Knowledge of and/or ability to quickly obtain knowledge of community domestic violence support resources
- Knowledge of or ability to quickly acquire knowledge of a government contract and relevant legislation
- Demonstrated high level of interpersonal and communication skills including the ability to create rapport, negotiate, influence, advocate and resolve conflict
- Demonstrated computer skills with proficiency in Microsoft Office applications
- Effective time management skills including the ability to set priorities
- Effective oral and written communication skills
- Demonstrated ability to competently liaise and negotiate with service providers
- Ability to engage in community networking opportunities
- Willingness to participate in professional development opportunities aligned to area of employment

*Desirable*

- Knowledge of current Domestic Violence legislation
- Knowledge of local relevant support groups and informal networks

**LICENSING AND ADMINISTRATIVE REQUIREMENTS**

***Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.***

- Queensland Driver's Licence / C Class
- Possession of, or willingness to obtain, Prescribed Notice (Yellow Card), Working with Children (Blue Card), National Police Check (AFP).

**Acknowledgement**

I have received, reviewed and fully understand the position description for Case Manager – Intensive Family Support Program. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

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PRINTED NAME

\_\_\_\_\_  
SIGNATURE

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/ / 2018

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DATE

