

IMPACT Community Services

Position Description



JOB CODE: 04.019.01
JOB TITLE: Case Manager
PROGRAM/SECTION: Intensive Family Support (IFS)
REPORTS TO: Manager Intensive Family Support
AWARD: Social, Community, Home Care and Disability Services Industry Award 2020
CLASSIFICATION: Level 4
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

Approval Date:	11/01/2021	Version:	20230526
File path:	Sharepoint		

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.

What is our vision?

Improving lives

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 participants expect from us?

- Build trust in relationships** – Cultivate habits that build positive interactions and experiences with others
- Empower others** – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity
- Be compassionate** – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live
- Celebrate uniqueness** – Create a place that is built on dignity and respect and where everyone is welcome
- Work together** – Leverage collective genius to find new ways to think big, experiment and solve shared problems
- Create positive impact** – Use our commitment and drive to energise, engage and inspire others to achieve our shared vision
- Strive for excellence** – Pursue continuous growth, high performance and improvement

IMPACT Community Services

Position Description



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

IMPACT is a Child Safe Organisation and this position works directly with either children and/or young people. IMPACT is committed to the safety and wellbeing of children and young people and this position must adhere to the National Principles for Child Safe Organisation and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

MAIN DUTIES/RESPONSIBILITIES:

Child Protection

- Develop engagement strategies for families experiencing domestic and family violence (DFV) and who have a significant trauma history, this includes the skills to assess, monitor and minimise risk to family members and workers.
- Apply a comprehensive understanding of the issues and complexity that exists for families at risk of the child protection system becoming involved in their life.
- Identify, develop and maintain case plans and goals with families that provide a clear direction and purpose, so the underlying child protection concerns are addressed within the required timeframe.
- Contribute to identifying the complexity of domestic and family violence and undertake risk assessments where domestic and family violence is identified in partnership with the IFS DFV Practitioner and Manager.
- Engage all family members within the identified household to determine the support needs and risks associated to the child protection concerns, which may involve working with the family unit collectively and on an individual basis.
- Conduct home visits as part of the intake process and in an ongoing capacity continually assess the safety and child protection concerns to support families to achieve their identified goals.
- Use a decolonised lens to all aspects of case management with the intention of promoting a non-judgmental and culturally respectful attitude and approach.
- Apply the IFS structured case management framework including the application of structured decision-making tools, collaborative assessment tools and working within legislative requirements.
- Independently coordinate an allocated case load, work collaboratively with the IFS team and creatively respond to families support needs within the expected timeframe.

Practice

- Competently liaise and negotiate with service providers
- Participate in monthly internal and external supervision, team meetings, receive feedback on personal practice and reflect on practice.
- Demonstrate IMPACT's values in work practice and interpersonal relationships.
- Respectfully challenge client's behaviours through applying trauma informed interpersonal communication, negotiation and problem-solving skills
- Comply with all relevant legislation, regulations and professional standards.

IMPACT Community Services

Position Description



- Develop and maintain knowledge of current contractual requirements and operational updates.

Information

- Complete quality case note records and assessment overviews with an evidence-based rationale and case plan development, monitoring and evaluation.
- Accurately and consistently enter data into a database system within the required timeframe and securely store client information.
- Maintain confidentiality and security of information
- Contribute to collection of data, monitoring and reviewing service objectives/process to collect baseline data to inform project improvement and to provide input into national initiatives.
- Participate in organisational evaluations and complete organisational forms as requested

Engagement

- Work in partnership with the extended community to develop reliable and sustainable referral pathways that promote ethical and quality practice principles.
- Conduct community engagement at network meetings for the purpose of promoting IFS and the range of IMPACT's services.
- Develop community and public awareness around the impacts of Domestic & Family Violence and the complexities that exist in life for families.

Workplace Health & Safety

- Take reasonable care for personal health and safety in the workplace and that of others
- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organization. Where Higher Duties apply the relevant Award will be followed.

CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- University qualification in human services or related field.
- Relevant work experience and/or demonstrated understanding of the issues experienced working with vulnerable families.
- Knowledge of:
 - domestic violence issues in the community, their impact on individuals and families and current approaches to addressing these.
 - issues associated to families at risk of entering the child protection system.
 - or ability to quickly acquire knowledge of government contracts and relevant legislation.
- Demonstrated:
 - high level of interpersonal and communication skills including the ability to establish rapport, negotiate, influence, advocate and resolve conflict respectfully.
 - proficiency in Microsoft Office applications and working in database systems.
 - ability to competently liaise and negotiate with service providers and engage in community networking opportunities
- Effective skills in:

IMPACT Community Services

Position Description



- time management including the ability to set priorities and meet timeframes
- written communication including the capacity to conduct assessments and develop an evidence-based rationale

Desirable

Current knowledge of:

- Domestic Violence legislation.
- Child Protection legislation and IFS initiatives.
- David Mandell's Safe and Together
- Local relevant referral pathways and local 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
- This is an NDIS Risk Assessed Role and therefore this position must obtain and hold a Possession of, or willingness to obtain, Prescribed Notice (Yellow Card) or NDIS Card and Working with Children (Blue Card). There may be a requirement to also obtain a National Police Check (AFP).

Acknowledgement

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

PRINTED NAME

SIGNATURE

DATE