



POSITION DESCRIPTION

Position Title:	IFS Senior Case Manager	
Position Holder:	TBA	
Position Reports to:	Family and Relationship Services Manager	
Location:	Dandenong	

CATHOLICCARE'S MISSION

CatholicCare works on behalf of the Catholic community in the Archdiocese of Melbourne with a mission to build on the Gospel vision of “life to the full” for families, individuals and communities, in all their diversity. We seek to achieve this especially for those who are vulnerable or disadvantaged through:

- Provision of services that improve the lives of those in need.
- A focus on the prevention of further social need.
- Advocacy for greater opportunity and fairer social structures

POSITION PURPOSE

South Eastern Family Services (SEFS) and CatholicCare work with vulnerable families, children and young people in the South Eastern suburbs. 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.

The Senior IFS Case Manager is responsible for:

- Supporting the Family and Relationship Services Manager East
- Supervising staff, performance and service targets.
- Carrying a case load of IFS clients from CALD communities who may or may not be involved with Child Protection and assisting clients to meet case goals.
- Coordinating the site management in consultation with managers and senior manager.

POSITION ACCOUNTABILITIES

Senior Role

- Monitoring staff support, performance and service targets.
- Provide regular, effective supervision to IFS Case Managers and admin staff as required.

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- Undertake regular supervision with the Manager.
- Ensure all staff receive adequate instruction in relevant OH&S policies and procedures.
- Provide effective oversight, collation and distribution of statistical data according to reporting protocols.
- Responsibility for contributing to the enhancement of the program's profile.
- Identify issues and cases where CatholicCare can best contribute through an advocacy role, and progress such advocacy within CatholicCare.
- Excellent written and verbal communications skills.
- Highly developed interpersonal skills, including culturally sensitive practice, and the ability to represent CatholicCare and the Program to senior stakeholders.
- Ability to work independently and to plan and organise activities according to priorities and established deadlines.
- Contribute effectively to the Child First allocation and referral process.

Service Delivery

- Manage a varied caseload dependent on target requirements from DHHS (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.
- 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 (CRAF assessments), 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

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children based on the Department of Human Services, Best Interests of the Child and Stability Planning case practice models.

- Assist families to meet their case plan goals.
- 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 SEFS 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.
- Good understanding of working within an 'evidence based' framework.
- Systematically gathering client feedback to examine outcomes for children and families
- Maintain up-to-date and accurate case notes and prepare reports as required.
- Maintain quality case files.
- Use of computer based programs for case recording and statistical purposes.
- Sound knowledge of the Children, Youth and Families Act, 2005, with a focus on the Best Interests Framework and Stability Planning.
- Participate in regular professional supervision and professional development.
- Other job related duties as assigned.
- Contribute to ongoing Quality Improvement as required.
- Support a culture of Occupational Health and Safety at all times.
- Case Recording and Statistics

REQUIRED EDUCATION AND/OR EXPERIENCE

Formal education:

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

Experience, knowledge, skills and proficiency:

- A minimum of 3 years demonstrated experience in case management working with vulnerable children and their families.
- Experience working in or with DHHS Child Protection (or similar) highly desirable.
- Experience working with families impacted by family violence.
- Experience in working with children, young people and their families from CALD communities.
- Sound understanding of child and adolescent development and a range of theoretical frameworks and intervention strategies.
- Leading others engaged in case management.

Specific computer literacy skills:

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- Case Recording and Statistics to be completed within a timely manner and knowledge of IRIS, and use of Outlook and functions of using a Calendar

PERSONAL REQUIREMENTS (QUALITIES and ATTRIBUTES)

- Comfortable working within the context of CatholicCare’s mission and values.
- A Victorian Drivers’ License
- A current Australia Wide Police Check – Please be prepared to have this done since it forms part of our standard due diligence.
- A current Working with Children Card – If you don’t already have one, please be prepared to apply for one since it forms part of our standard due diligence.
- Our organisation is committed to child safety. We have zero tolerance of child abuse. Our robust human resources, recruitment and vetting practices are strictly adhered to during the application and interviewing process.

JOB SCOPE

<i>Roles reporting to this position:</i>	<ul style="list-style-type: none"> • IFS Case managers and admin staff
<i>Key stakeholders-internal</i>	<ul style="list-style-type: none"> • Senior Manager, Manager of Family and Relationship Services, IFS Case Managers, Refugee and Settlement Program, Family Counsellors, and other CatholicCare staff
<i>Key stakeholders-external</i>	<ul style="list-style-type: none"> • Clients and their families, client communities, other service providers, sponsoring Department, SEFS alliance and donors.
<i>Budgetary accountability</i>	<ul style="list-style-type: none"> • None
<i>Confidentiality of information:</i>	<ul style="list-style-type: none"> • High

JOB CONDITIONS

Conditions of Employment are in accordance with the Centacare Catholic Family Services (CCFS) Employment Agreement 2008. CCFS changed its name to CatholicCare on April 4 2011, but the Centacare Catholic Family Services Employment Agreement 2008 endures until it is re-negotiated and updated.

CatholicCare has PBI tax status, and the salary can be packaged to the benefit of the incumbent.

All staff employed by CatholicCare are expected to perform their work in a manner consistent with the mission and practice framework of the organisation.

There may be occasions when overtime is necessary to complete tasks, however this is not the norm.

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STAFF MEMBER – Signature	Date:
HR MANAGER – Signature	Date:

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