

# Position Description

<b>Position title</b>	Case Manager - Pilbara Early Diversionary Support Network (EDSN)
<b>Program/Unit</b>	Early Intervention Family Support
<b>Classification</b>	SCHCAD's Level 5 - Dependent on qualifications & experience
<b>Position reports to</b>	Coordinator - Pilbara Family Programs

## Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies - the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers - we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, New South Wales and Western Australia.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2022/23 financial year of over \$213 million.

Like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

MacKillop is deeply committed to promoting diversity. Our diversity encompasses differences in race or ethnicity, gender identity, gender expression, intersex status, sexual orientation, language, age, religion, socio-economic status, relationship status, physical and mental ability, thinking styles, experience, and education. We believe that the wide array of perspectives that results from such diversity makes us more creative, flexible, accessible and productive.

## Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice - to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

## Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

## Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

**JUSTICE.** We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. ***We believe in the right of all people to be treated justly and fairly.***

**HOPE.** We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. ***We seek to foster hope that assists people to find meaning.***

**COLLABORATION.** In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. ***We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.***

**COMPASSION.** Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. ***We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.***

**RESPECT.** We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. ***We seek to act with respect with regard to each other, the earth and all creation.***

## Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

## Position purpose

This position is situated within the Earlier Intervention and Family Support Program (EIFS), and in partnership with Aboriginal Controlled Community Organisations (ACCOs) will implement the new regional model which will include the provision of three new service streams:

- a) an intensive in-home support (statutory intensive stream) to families who are open to the Department and at risk of their children entering care, or families who have children in care and the primary goal is reunification;
- b) an intensive in-home support (community intensive stream) to families who are not open to the Department but have long-term needs, are in complex situations and may be involved with multiple agencies; and
- c) an early diversionary service stream that provides a common entry point to accessing support services for families who are not open to the Department but need assistance navigating the service system and would benefit from coordination to link into relevant services.

This case manager position may be required to work across all these streams, but primarily will be working in the Early Diversionary stream C listed above, and will report to the Coordinator of Pilbara Family Support Services.

## Primary objectives

The case manager will work in partnership with ACCOs, as well as all existing Pilbara Human Service providers and stakeholders, to create and embed a new Family Support Network.

This Early Diversionary Support Network will provide a common entry point for families, and other support services, who are needing assistance but do not require the intervention or involvement of tertiary services such as child protection.

The case manager position will provide a first response to system users, intake and advice, and referral, case management and case coordination.

## Key result areas and responsibilities

The Case Manager will:

- Work with all human service providers across Pilbara to support the creation, implementation and establishment of the Pilbara Early Diversion Network.
- Ensure the membership of the network is reflective of the diverse needs of Pilbara people and families.
- Ensure that the network is functional and engaged, spanning all across the Pilbara region.
- Together with the Coordinator and ACCO partner, establish and embed working processes and protocols for accessing the new network across the Pilbara, with a strong focus on culturally safe and trauma-safe practices. This includes contributing to the Pilbara Early Diversionary Program Policy, Procedures and Practice Manual.
- Establish and maintain positive relationships with the key stakeholders and partner agencies relevant to the Early Diversionary Network to ensure a coordinated, effective, and timely response to children and families.
- Monitor and ensure the provision of a high-quality service which includes, but not limited to,
  - Timely responses to everyone who accesses the network regardless of location in the Pilbara, using creative means to ensure all Pilbara users receive a high-quality service.
  - Provide good quality intake, screening and assessment services to individuals and families.
  - Coordinating shared case management across stakeholders

- Providing case management services to network users who require it.
  - Recording of all contacts and service provisions for accountability and reporting purposes.
- Ensure the service is consistent with an intersectional, family-centered model with a Family Violence and trauma informed lens. Ensure the service is flexible and innovative and that the best interests of the child are paramount in decision making.
  - Work across all domains and streams of the Intensive Family Support program if required.
  - Support and consult with staff on the determination of the priority of a response and allocation of families to the team and provide case coordination and development of case plans.
  - Oversee and manage systems to monitor service demand, capacity, and quality assurance.
  - Ensure program targets are met and report on targets in a timely manner.
  - Liaise with clients and other key stakeholders to assist in identifying gaps, barriers, or weaknesses in service delivery to, or reengagement from, families and assist in devising strategies to address these.
  - Contribute to policy development, service innovation review and growth opportunities and participate in the Department of Communities Action Research and Evaluation processes.
  - Maintain relevant databases, reporting systems and be involved in the action research meetings held by the department.
  - Lead the support and identification of best practices for Aboriginal and Torres Strait Islander children/young people/families and those from a multicultural background including the provision of culturally competent risk and needs assessments.
  - Maintaining a commitment to participate in supervision and team meetings, with a willingness to reflect on own service delivery.
  - Other duties as required.

*From time to time, as mentioned above, a person's position may need to change significantly and hence warrant a complete review. At such times and where required, the incumbent will be adequately trained/mentored to support them during this transition.*

## Key selection criteria

The incumbent will have:

- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families.
- An appropriate qualification in human services and/or equivalent experience and skills. A combination of equivalent study and experience, including Aboriginal people with lived and professional experience will be considered.
- Experience in case management and case coordination.
- Demonstrated ability to work collaboratively, and with the capacity to liaise with community services, other agencies and the community. This position may be located off-site with a place based ACCO.
- Good written and oral communication skills and an ability to plan, organise and prioritise workload.
- Good computer literacy.
- Willingness and ability to travel to other locations and across the Pilbara as required.

## Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.
- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.
- Incorporate cultural safety into your practice with Aboriginal families.

The incumbent must possess a:

- Valid and current Driver's Licence.
- Valid and current Working with Children Card.
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.

## Approval

<b>Director or General Manager's full name:</b>	Kellie Goes	<b>Date:</b>	03/08/2023
<b>Director or General Manager's position title:</b>	State Director WA & NT		
<b>Incumbent's full name:</b>			
<b>Incumbent's signature:</b>		<b>Date:</b>	



*MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders*

*past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.*



*MacKillop celebrates and draws strength from diversity and respects the dignity of all people. Every person at MacKillop has the right to be safe and to be treated justly. We value every person's ability, cultural or linguistic backgrounds, ethnicity, sexual orientation, gender identity, gender expression, intersex status, relationship status, religious or spiritual beliefs, socio-economic status, and age.*