

# Position Description

<b>Position title</b>	Case Manager, Home Based Care - Barwon
<b>Document ID</b>	PD-F-171
<b>Program/Unit</b>	Home Based Care
<b>Classification</b>	SCHADS Level 5, dependant on qualifications and experience
<b>Position reports to</b>	Home Based Care Coordinator

## Organisational context

On 1 July 1997, MacKillop Family Services was formed as a new organisation by re-founding seven agencies operated by the Sisters of Mercy, the Christian Brothers and the Sisters of St Joseph of the Sacred Heart in Victoria. However, our legacy and inspiration is much older. From the 1850s, these three congregations, respectively founded by Catherine McAuley, Edmund Rice and Mary MacKillop, worked in Victoria to establish homes for children who were orphaned, destitute or neglected, and for families who were in need of care and support. Throughout the years, the original model of institutional care evolved into different forms of residential care, foster care, education, family support and disability services.

The purpose and character of MacKillop Family Services as a Catholic organisation, continues to draw from the lives, works and inspiration of the three founders who provide a living model for the way our staff and volunteers approach their work. Woven through this ethos is the acknowledgement and recognition of the inherent Aboriginal spirituality of this country and respect for the cultures that have lived here for thousands of generations.

Today, we continue this work within the framework of Catholic social teaching and in the spirit of the Gospel - one of radical inclusion, restoration and accompaniment. MacKillop Family Services is now a national organisation and a leading provider of services for children, young people and families across Victoria, New South Wales, ACT, Western Australia and to other organisations in every state and beyond. We offer services and programs in family support, foster care, residential care, disability services, youth support, education and training, parenting, family therapy, mental health, family violence, early childhood, and support to women and men who, as children, were in the care of our founding agencies.

At MacKillop we pay respect to all Aboriginal and Torres Strait Islander peoples and their Elders - past, present and emerging - and acknowledge the importance of their stories, history and wisdom. They hold the memories, traditions, cultures, hopes and aspirations of all Aboriginal and Torres Strait Islander peoples. We are strongly committed to the ongoing work of Aboriginal self-determination, reconciliation, and cultural safety for our Aboriginal and Torres Strait Islander clients, staff and stakeholders.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2020/21 financial year of over \$150 million.

## 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

MacKillop's Out of Home Care (OOHC) Division provides residential care, home based care, lead tenant and case management support for young people with high and complex needs, and a therapeutically oriented program for young people in protective placements.

This position is situated within Home Based Care Barwon program and reports to the Home Based Care Coordinator.

## Primary objectives

This role is responsible for case management within a therapeutic and trauma informed model of care. It is responsible for supervision of caregivers, caregiver assessment, contribute to overall service development and commitment to best practice in Occupational Health and Safety.

## Key result areas and responsibilities

The Case Manager will:

### Case Management

- Develop and implement a Looking After Children (LAC) Care Plan for each child within their case load as appropriate.
- Supervise and support foster care placements, carers and work collaboratively with child protection and where appropriate the child's birth family.
- Monitor and regularly review each placement against the LAC Care Plan and DHHS Best Interests Plan.
- Maintain an up to date knowledge of the development of each child / young person as appropriate.
- In accordance with the foster care goals, prepare for and implement transition to permanent placement for children.
- Meet the statutory requirements of foster care and case management.
- Undertake appropriate case recording, data entry and retrieval in accordance with program procedures, including CRISP and CRIS.
- Develop and maintain skills and experience in key specialist areas such as trauma and attachment.
- Prepare reports for Department of Health and Human Services (DHHS) in relation to allocated cases, where appropriate.

### Caregiver Assessment and Support

- Ensure monthly and regular supervision is provided to caregivers.
- Participate in assessment of prospective caregivers.

- Participate in annual caregiver review process for carers including completing assessment, home and environment checks and writing report.

### **Team Participation**

- Participate in a team approach to service delivery and actively support the Sanctuary model in all aspects of the work in line with the seven Sanctuary commitments; Open Communication, Nonviolence, Emotional Intelligence, Social learning, Democracy, Social Responsibility, and Growth and Change.
- Constructively participate in supervision. Participate in appropriate professional development opportunities and performance appraisal.
- Foster a spirit of cooperation with open communication and conflict resolution skills.

### **Service Development**

- Participate in the development and review of procedures, standards and policies for the Home Based Care service.
- Contribute to policy and program development and best practice standards within the organisation.
- Develop and maintain knowledge of practice, policy and program direction changes in the wider field of Foster Care.
- Participate in program and service reviews.
- Attend appropriate program meetings.
- Participate in appropriate community meetings, forums and committees.

### **OHS Responsibilities:**

- Take all reasonable and practical steps to ensure the workplace is safe in accordance with OH&S policies and procedures and ensure regular consultation with the OH&S representative.
- Ensure a proactive and timely response to OH&S issues raised by staff.
- Participate on MacKillop Family Services OH&S committees as required.
- Ensure the correct and timely local implementation of WorkCover and Rehabilitation / Return to Work policy and procedures.
- Ensure OH&S responsibilities and objectives are addressed as part of regular supervision and as a leading item on all team meeting agendas.
- Ensure the implementation of required OH&S audits e.g. Fire Safety.

### **Other**

- Be available to undertake higher duties and / or secondment within MacKillop Family Services.
- Undertake some evening work when required.
- Undertake other duties as required.

## 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
- A tertiary qualification in social work, psychology, or other similar related qualification.
- Sound professional knowledge and theory base.
- Experience in child welfare practice would be highly desirable.
- Professional casework skills including knowledge of LAC and CRISSP/CRIS
- Ability to work in a multi-disciplinary team setting.
- Excellent communication skills, both verbal and written.
- Excellent interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.

## 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 Victorian Driver's Licence.
- Valid and current Victorian Working with Children Card.
- Satisfactory criminal history check conducted by MacKillop Family Services.

## Approval

• <b>Approver's full name:</b>		<b>Date:</b>	
<b>Approver's position title:</b>			
<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.*