

Position Description

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| Position title | Family Services Case Manager (Integrated Family Services, Melton) |
| Program/Unit | Integrated Family Services (IFS), Community Programs |
| Term | Part time ongoing position 0.6 EFT |
| Classification | SCHCADS Level 5 - dependent on qualifications & experience |
| Position reports to | Coordinator IFS Melton |

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, NSW and WA.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2019/20 financial year of over \$145 million.

Just 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.

Our vision

All children, young people and families are safe, thriving and connected to culture and community. MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

Our values

Justice: We believe in the right of all people, regardless of belief or culture, to be treated justly and fairly;

Hope: We commit to creating an atmosphere of hope where people find meaning in their experiences and relationship;

Collaboration: We commit to working in a collaborative spirit through cooperation, coordination, and partnership;

Compassion: We commit to creating an attitude of openness to others and to their circumstances; and

Respect: We seek to listen and learn from each other and to build relationships with respect.

Position purpose

The Family Services Case Manager works within the Integrated Family Services Team. The Family Service Case Manager is responsible for providing high quality and effective Case Work to promote the safety and wellbeing of vulnerable children, young people and to promote healthy relationships with families who reside within the Brimbank Melton local government areas.

Primary objectives

- To provide an effective and high-quality service which enables vulnerable children and young people to remain within their families
- To participate in the Active Holding Function for the Brimbank Melton Child & Family Services Alliance
- To establish collaborative relationships with Child Protection teams, Child FIRST Alliance members, local early years services, schools, and other relevant agencies
- To Participate in regular Team Meetings
- To ensure individual targets are met and to report on targets in a timely manner
- To participate in supervision in accordance with MacKillop policy
- To contribute to program development and review as required

Key result areas and responsibilities

Case Work

- To provide professional and developmentally appropriate casework service, in accordance with the “Children, Youth and Families Act 2005”
- Ensure a high-quality service is delivered to clients and that appropriate protocols and client information systems are maintained as per funding agreement and Mackillop Family Services requirements
- Provide an active holding service as agreed by the Brimbank Melton Child and Family Services Alliance
- Participate and actively contribute to weekly allocation team meetings and case consultation meetings
- Initiate and coordinate internal and external case assessments, planning and review processes
- Facilitate group work programs as required
- Maintain relevant data bases and reporting systems

- Establish collaborative relationships with Child Protection and Western Alliance membership agencies

Participate in a work environment in a positive manner conducive to effective team work
Service Development and Review

- Contribute to the revision of the Family Service Policy, Procedure and Practice Manual as appropriate
- Participate in service review, evaluation, and development to help facilitate the delivery of responsive, quality services for children and their families.
- Participate in the delivery of services within a strength-based framework conducive to the Best Interest Case Practice Model
- Participate in continuous quality improvement initiatives
- Observe and actively support Mackillop's OH&S policies and procedures

General Activities

- Actively participate in regular staff and team meetings
- Provide reports to the coordinator as required
- Undertake administrative tasks as necessary
- Participate in external meetings as appropriate
- Undertake other duties as required
- Implement the Mission and Values of MacKillop Family Services and the Sanctuary Model
- Attend mandatory and other training as required
- Support and participate in other IFS programs such as Engaging Melton Families and IFS intensive program
- Actively practice the Sanctuary model as part of your role at MacKillop Family Services.

Key selection criteria

- Social work or other relevant Tertiary Qualifications, with eligibility for membership of AASW/APA
- Well-developed knowledge of child development and issues that vulnerable children, young people, and families face
- Well-developed skills in assessing risks, needs and safety for children, young people, and families
- High level casework, case management and counselling skills to support complex families
- Capacity to relate to vulnerable children, young people, and their families
- Strong teamwork skills
- Well-developed interpersonal, negotiation, written, verbal and computer skills

- Demonstrated capacity to develop collaborative relationships across professional and organisational boundaries
- Sound knowledge of the Children, Youth and Families Act 2005 and policies relevant to Child Welfare, Family Services and Child Protection Services
- Support the mission and ethos of MacKillop Family Services and the principles and commitments of the Sanctuary Framework

Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's OH&S policy and strategy.
- Attend mandatory and other training 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.

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

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| Approver's full name: | Niki Pillios | Date: | September 2020 |
| Approver's position title: | Manager Child, Family & Community Services | | |
| Incumbent's full name: | | | |
| Incumbent's signature: | | Date: | |