

Position Description

Position title	Pilbara Case Manager
Document ID	
Program/Unit	OOHC Pilbara
Term	Eg. Full time, Part time or Casual
Classification	SCHADS Level 5, depending on qualifications and experience
Position reports to	Pilbara Manager

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

This position is situated within the Pilbara office (South Hedland) Unit which is responsible for Out of Home Care, Intensive Family Support and early intervention services an the Indigenous Healing Service.

The Case Manager will work collaboratively within a small Case Management Team and alongside the Organisation's wider OOHC team and Carer Recruitment and Development staff in delivering a supportive and effective service to children, young people in Out Of Home Care (OOHC) and their carers.

The Case Manager is a member of the Pilbara OOHC Unit and reports to the Pilbara Manager.

Primary objectives

The Case Manager is responsible for providing a high quality and effective case work service for children and young people residing in foster care. The role will also assist in the recruitment of foster carers, including providing day to day support and developing carers' capacity, skills and understanding to best meet the needs of the children they are caring for.

Key result areas and responsibilities

The OOHC Case Manager will:

- Support the daily intake referral system.
- Support the transition of children and young people into emergency placements.
- Maintain relationships with Foster Carers and keep an updated emergency carer spreadsheet.
- Maintain accurate records for statistical purposes.
- Liaise daily with the wider stakeholders; including the HUB, Department of Communities, Case Managers and Wirraka Maya Aboriginal Health Service.
- Ensure that children and young people in OOHC receive a high level of therapeutic care and targeted services that meet their needs.
- Ensure foster carers are supported to provide consistent, high quality care and positive outcomes for the children and young people in their care.
- Facilitate community events and activities for each child and young person including identifying potential network members.
- Actively encourage and support participation by the child's family and significant others where possible.
- Develop and maintain strong collaborative partnerships with staff of the Department of Communities.
- Establish collaborative relationships with a wide range of specialist and mainstream services to improve outcomes for children, young people and their families.
- Manage a case load ensuring that case work practice, including documentation, is responsive to individual needs and reflects the organisation's values, policies and practice frameworks and Departmental expectations.

- Ensure that the emotional, social, behavioural, cultural, developmental and educational needs of children and young people are met through the development, implementation and review of individual therapeutic care plans.
- Ensure that children and young people's wellbeing is actively safeguarded and that any concerns are reported as appropriate.
- Provide support and supervision to carers (monthly supervision and annual carer reviews).
- Work with the other MacKillop staff to:
 - Recruit foster carers.
 - Participate in the assessment, training and review of carers.
- Participate in team meetings, service networks, and inter-agency forums as required.
- Work in partnership with Aboriginal and other community agencies.
- Promote the work of the organisation in the sector and wider community.
- Participate in professional development opportunities as required.
- Participate constructively in supervision and performance appraisals.
- Participate in the development and review of policies and procedures.
- Remain informed of policy and practice developments in OOHC.

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.
- Tertiary qualification in Social Work or other relevant qualification or equivalent experience.
- Experience in OOHC Case Work practice.
- The understanding and capacity to work therapeutically with children and young people who have a trauma background.
- Experience in providing support to Aboriginal children, families and/or communities.
- Ability to plan, organise and prioritise work, with well-developed written and verbal communication skills.
- Ability to interpret and implement organisational policy.
- Experience in carer recruitment and support, or the capacity to develop these skills.
- Experience and demonstrated ability to use Microsoft Office.
- 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.
- 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.

The incumbent must possess a:

- Valid and current West Australian Driver's Licence.

- Valid and current Working with Children Card.
- Satisfactory criminal history check.

Approval

Approver's full name:	Kellie Goes	Date:	09/09/2020
Approver's position title:	State Director, Western Australia		
Incumbent's full name:			
Incumbent's signature:		Date:	



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.