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Position Description

Case Manager

Wesley Dalmar Out of Home Care

Agreement

This position description should be read in conjunction with the Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.

Signed – Manager	*Signed – Employee*
Date	*Date*

1. Responsibilities

Primary Responsibility	To promote the welfare and interests of children, young people in Out of Home Care and their families by:- • Providing safe, stable and suitable placements for children and young people for whom foster care represents the most appropriate placement option for meeting their day to day care and support needs. • Implement, support and manage effective case management to ensure that the children, young people, foster carers and family receive integrated and coordinated quality support. • Assist children in Out of Home Care gain access to services and supports that will in turn, support the placement, their carers and birth families. • In consultation with the Team Leader (and Program Manager where necessary) provide Case Planning in which social, emotional, education and health domains of children and young people are addressed and supported. • Ensure Case Reviews are conducted as per the required frequencies and cover both Case Plan and Financial Plan needs, so as to meet accreditation and Wesley Dalmar Out of Home Care standards.
	• Improve placement stability through the provision of effective and timely support to placements and the additional services that may be required by children, young people and their carers. • Maintain and understanding of Child Protection Principals, including the Code of Conduct and the Wesley Dalmar Foster Carer Statement of Responsibilities in order to ensure carers are aware of their requirements and are followed in order to ensure the best possible care for the child. • To be aware of Office of Children's Guardian and Wesley Dalmar Out of Home Care Procedural requirements so to meet documentation standards and a consistency of service. • Create realistic Case Plan goals through a coordinated process, which can be easily monitored and achieved within given timeframes – and as a result, be measured and reported on within Management KPI's.

	• Promote a child-centred and family-focused approach to case management by way of supporting the child/young person to maintain connections with birth family and significant others in their lives. • In consultation with other Out of Home Care teams, assess referrals and discuss the matching of children with Carer Recruitment Officer and Program Manager, to determine appropriate placements. • Comply with Wesley Mission and the Wesley Dalmar Out of Home Care Policies and procedures. And to provide a professional service which complies with the Office and Children's Guardian Guidelines. • Comply and maintain and understanding of the principals of Child Protection and work collaboratively with other government and non government agencies to ensure the protection of all children and young people. • Be aware of the need for confidentiality in all aspects of Home of Home Care and ensure that confidentiality is respected and upheld at all times.
Responsibility 2	• Ensure the strengthening of outcomes for children/young people in Out of Home Care by working with Team Leader to make decisions that will provide integrated and coordinated service delivery of services tailored to their specific needs. • Taking responsibility of all aspects of allocated Case Load and ensuring all client information is kept up to date on file, including Critical Information, Case Plan and Financial Plans, Court Orders, Contact Requirements and Case Notes. • Facilitate and promote attendance at Case Reviews from both the child/young person and (where suitable) the birth family, and documenting all involvement within required Wesley Dalmar Out of Home Care documentation. • Assist when required, the liaison of communication of the adoption process between Wesley Dalmar Out of Home Care and FACS and complete any required documentation. • Create and support a child's cultural needs, by way of a Cultural Support Plan (where appropriate) in order to develop and maintain a child/young person's identity. • Ensure all young people over the age of 15 have a clear and concise leaving care plan, promoting the use of any external services to ensure the continuity of care. • To maintain regular contact via Home Visits with foster families and the child/young person in their care to provide Case Work support that will enhance and maintain the stability of the placement. • Manage the financial provisions of the child/young person's needs by way of Submission or contingency payment creation for financial expenditure. • Support and encourage contact with the child/young person's Birth Family via supervised contact visits completed by the Case Manager or selected Keeping Connected worker. • Work with the child so to develop and maintain Life Story Work.

	• To assist as directed in the recruitment, training and assessment of prospective carers. • To assist, as directed, in the presentation of regular On-going training of authorised carers.
Responsibility 3	• Ensure that all documentation is maintained in a professional manner according to Wesley Dalmar Out of Home Care procedures. • Attend interagency meetings as directed by Team Leader and/or Program Manager. • Accept and perform other duties as determined by Team Leader and/or Program Manager. • To work as a member of the team by participating in team meetings, service review and evaluation. • Hold a current drivers licence which is to be viewed and copied annually for retention on personnel file.

2. Other Professional Responsibilities

Values Driven Service Culture	• Proactively support a positive service culture across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values • Regularly meet with relevant Team Leader for supervision and annual PR&DP appraisal process. • Participate in ongoing training, staff satisfaction surveys and recognition activities as required
Positive Stakeholder Relationships	• Work with other staff and teams across Wesley Mission as well as the wider work of the Uniting Church as required. • Work collaboratively with other Out of Home Care teams and be willing to cooperate with both government and non-government agencies in the best interest of the child/young person. • Attend significant social/ministry events, worship services and formal meetings within Wesley Mission as required.
Financial Accountability & Sustainability	• Adhere to established financial policies and procedures relevant to the specific Out of Home Care Program budget. • Participate in environmentally positive work practices
Effective WH&S & Risk Management	• Be appropriately responsible under the Work Health and Safety legislation for the health and safety of persons for yourself and whom you are responsible in compliance with all site procedures • Adhere to policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work Health and Safety
Validated Compliance Standards	• Participate at least annually in the Mission's Personal Review and Development Process

	• Participate in Wesley Mission's Orientation and Induction Program and attend any mandatory Wesley Mission Training. • Demonstrates commitment to Continuous Quality Improvement and the Accreditation Process • Participates in the collection of information and data for quality improvement activities as required • Practices within the guidelines described in the Code of Conduct and Ethics and other Statutory requirements
Confidentiality and Privacy	• Demonstrates an understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality as stated within legislation both State and Federal and Wesley Mission Policy.

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3. Relationships

- **Reporting to:**
  - Team Leader
  - Program Manager

- **Working with:**
  - Out of Home Care Team Members, Team Leader and Program Manager
  - Other relevant organisations outside Wesley Mission e.g. Uniting Church, government departments, service providers, industry organisations and key stakeholders.

4. Selection Criteria

4.1 Knowledge

- Legislative requirements – Children and Young Persons (Care and Protection) Act 1998; Child Protection (Prohibited Employment) Act 1998; Ombudsman Act 1974 (Amendment); Commission for Children and Young People Act 1998; the Adoption of Children Act 2000 and other relevant legislation
- Charter of Rights;
- Organisational processes and procedures (including records management, occupational health and safety practices, management of conflict of interest);
- The impact of trauma, attachment dysfunction and grief and loss on children and young people.

4.2 Skills

- Client-focused strength based approach
- Communication, negotiation and people management
- Self-direction including initiative and the ability to prioritise activities
- Personal integrity
- Respecting the values and experiences of others
- Analysis and problem solving
- Decision making
- Dispute and conflict resolution.
- Information technology
- Professional written communication

- Verbal communication
- Record management.

4.3 The ability to:

- Work in partnership with management, peers, clients and community partners;
- Review and evaluate foster carer performance and adherence to guidelines
- Review and evaluate personal performance in order to identify training needs and engage in ongoing professional development.