

Position Details	
Position	Case Manager
Program	Stronger Families, Intensive Family Services
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Salary Range: Level 5
Hours	Full time
Hours per week	38 hours per week
Duration	Ongoing
Fixed term / maximum term end date	Not applicable.
Location	Berri
Reporting Relationships	The Case Manager reports to the Senior Manager, Therapeutic Services. In some regions there may be a regional manager, responsible for operational management. The Case Manager is responsible for the supervision of the Stronger Families Case Worker(s) in their region
Effective date	ASAP
Funding Sources	This role is funded by Department of Human Services and or Department of Child Protection.
Mandated Notifier	Aboriginal Family Support Services provides residential care services for children, and the incumbent, like all employees, is a Mandated Notifier as prescribed by the Children and Young People (Safety) Act 2017 (SA).
Approved By	Senior Manager, Therapeutic Services



Aboriginal Family Support Services

Job and Person Specifications

Program Overview	
<p>Aboriginal Family Support Services Stronger Families Program is committed to either keeping children safely at home with their families or, if they have been removed, to have them returned to their family's safe care. We are committed to empower families to cope with the challenges they are facing. We seek to preserve and strengthen family relationships to ensure children and young people live in safe, secure and stable homes. There are 3 services within Stronger Families – Together with Family Service, Intensive Family Service and Reunification Service.</p>	
Position Objectives	
<p>The Case Manager is responsible for the day to day program delivery in the region. This may be for one of the service streams, or a combination of some/all, depending on the funding in the region. This includes the supervision of a small team, providing case direction and supervision to the Case Worker(s). The Case Manager works closely with the Senior Manager Therapeutic Services, and the Quality and Accountability Officer, to ensure the consistent implementation of child centred, family focussed trauma informed case work across all cases and seeks to ensure the continued development of positive relationships with our funding partners; Department of Human Services (DHS) and Department of Child Protection (DCP). Where the program has a very small team the Case Manager will also carry a caseload.</p>	
Job Specifications	
Key Result Areas	<p>The Key Result Areas outline expectations that AFSS has of its Case Manager. They align with AFSS Aspirations, Values and Strategic Plan and requirements as outlined in both State and Australian Government Service Agreements. The Case Manager will be required to participate in regular supervision with their manager against each of the Key Result Areas below. They align with the requirements of the Stronger Families Funding Agreement with the Department of Human Services, with AFSS Strategic and Operational Plans and AFSS Policies and Procedures.</p>
<u>Key Result Area One</u> Cultural awareness and sensitivity	<p>The incumbent will relate positively and respectfully to Aboriginal people and communities, be open to listen and learn, show humility and be non-judgemental and sensitive to individual and community needs.</p> <p>Provide Culturally Responsive service and interventions to Aboriginal children and families.</p> <p>Advocate for the consistent consideration, and application of the Aboriginal and Torres Strait Islander Child Placement Principle.</p>
<u>Key Result Area Two</u> Management and Supervision	<p>The incumbent will be expected to:</p> <ul style="list-style-type: none"> • Provide regular and consistent practice supervision for the Case Worker(s) in the team (where funding allows) • Participate in processes to negotiate and advocate on behalf of individuals and the broader community • Provide management and leadership to a small team. Tasks include delegation, management of staff, team building and conflict resolution (where funding allows for a team) • Initiate, develop and maintain positive working relationships with key internal and external stakeholders.



Aboriginal Family Support Services

Job and Person Specifications

<p><u>Key Result Area Three</u></p> <p>Understanding and application of theory</p>	<p>The incumbent will:</p> <ul style="list-style-type: none"> • Link practice and decision making to current theory in the child protection/child development/ family support areas • Engage staff in reflective practice and provide guidance through complex case management (where funding allows) • Integrate new frameworks and theories into practice and support staff to do so as well • Understand and use a range of applicable theories in guiding the engagement process, assessment, goal setting, interventions and review of progress in working with individual clients, families and communities • Have an understanding of the complex, intertwined issues facing families engaged with the child protection system such as impact of abuse and trauma, attachment theory, Loss and Grief, Alcohol and Other Drugs, child and adolescent development, Family Violence and others.
<p><u>Key Result Area Four</u></p> <p>Relationships and Accountability</p>	<p>The incumbent will:</p> <ul style="list-style-type: none"> • Work with both internal and external stakeholders to establish and maintain positive partnerships • Positively engage with individuals from a diverse range of backgrounds, including professionals, carers, parents and young people • Ensure workload and work flow is managed across the team, reporting deadlines are met, databases are kept up to date and other administrative tasks are completed within expected timeframes • Maintain a caseload and ensure accountability to those families and the care team • Work with families in their homes, and other community settings and support clients to access a range of services is required by this role. <p>Work outside of standard hours may be required to meet the needs of families.</p>
<p><u>Key Result Area Five</u></p> <p>Administration and Transparency</p>	<p>The incumbent will:</p> <ul style="list-style-type: none"> • Actively manage the completion of administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities • Submit high quality reports that are factual, clear and concise and adequately respond to the information required by the funding body • Ensure that all client contact and engagement is appropriately documented and recorded on AFSS data collection systems – CRM, ROMS and R2D2 (and other data systems as required by AFSS policy) • Make use of the appropriate time keeping processes at AFSS including the Attendance System and the use of Outlook Calendar to record daily movements, meetings and other work related commitments • Ensure that Application for Leave forms and supporting documentation (Medical Certificates or Statutory Declarations) are lodged within appropriate timeframes.
<p><u>Key Result Area Six</u></p> <p>Service Excellence and Continuous Improvement</p>	<p>AFSS is committed to WHS across all activities and program areas and all employees are required to actively participate in WHS policies, practices, and procedures, to:</p> <ul style="list-style-type: none"> • Ensure understanding of and compliance with all current organization policies, procedures, and work practices relevant to workplace Health, Safety and Welfare in the workplace • Take personal responsibility for adopting safe work practices in all activities undertaken including ensuring no activities undertaken will adversely affect the health, safety, and welfare of other persons • Obey all reasonable instructions in relation to health and safety at work



Aboriginal Family Support Services

Job and Person Specifications

	<ul style="list-style-type: none"> • Participate in the development of site and agency-based policies and procedures where required • Follow the procedure regarding the use of AFSS vehicles in the workplace • Drive safely, in accordance with Australian Road Rules, SA (or other state if applicable) • Assist in maintaining AFSS vehicles in a safe condition, to conduct visual vehicle inspections, report suspected or unsafe vehicle conditions and to demonstrate safe driving practices to other road users • Always work safely and not endanger their own well-being or the well-being of others. This includes employees at AFSS as well as members of the public. Furthermore, all employees are obligated to report any hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them • Participate in the development of site and agency based policies and procedures where required. <p>The incumbent must be fit to undertake the tasks of their role and be able to maintain this throughout their employment and will be required to report any condition, physical or psychological, or medication that impact their capacity to safely fulfil their role.</p>
<h3>Person Specifications</h3>	
<p>Physical Requirements</p>	<ul style="list-style-type: none"> • This position requires regular home visiting, office based and meetings outside of the office. This may require travel, walking up stairs or parking and walking some distances and requires the ability to operate standard equipment and keyboards • While performing the duties of this job, the employee may be regularly required to sit, stand, walk, talk, see, and hear • Performing administrative duties that require use of a phone, computer, monitor, keyboard, and mouse • Standing or sitting for periods as required • Speaking clearly so listeners can understand • Undertaking light manual tasks that may involve forward or backward bending/twisting at the waist, pushing, pulling, lifting light objects, including shopping bags etc. • Driving an AFSS vehicle, in accordance with WHS requirements below.
<p>Psychological Requirements</p>	<ul style="list-style-type: none"> • Self-management – Ability to plan, Prioritise and organise your workload in a way that contributes to successful outcomes. • Able to remain calm whilst managing multiple tasks effectively. • Ability to adapt and respond appropriately in changing situations or when under pressure. • Be able to work under tight deadlines. • The employee must maintain emotional control under stress. • Ability to appropriately communicate with staff at all levels. • Ability to display a positive and helpful attitude. • Ability to take initiative, work independently and work with minimal supervision. • While performing the duties and responsibilities, needs to execute a set of manners, behavioral disposition, and etiquette. • Able to focus and be productive. • Excellent problem-solving skills and attention to detail. • Effective time management



Aboriginal Family Support Services

Job and Person Specifications

	<ul style="list-style-type: none"> • Leadership requires wide range of Psychological Skills Including Strategic Thinking, Problem Solving, Communication and emotional Intelligence. • Problem-solving skills - Identify the problem and generate possible solutions.
Qualifications	<p>Relevant qualifications in Human Services (such as Social Work or Social Science). Significant experience in a similar role will be considered.</p> <p>Minimum qualifications as required by DCP service agreement, or willingness to complete within first 12 months.</p> <p>Training and experience in specific therapeutic approaches such as Solution Focused Therapy or Narrative Therapy will also be highly regarded.</p>
Experience	<p><u>Essential.</u></p> <ul style="list-style-type: none"> • Experience leading and managing a small team • Experience in complex case management. <p><u>Desirable.</u></p> <ul style="list-style-type: none"> • Experience in working with Aboriginal families, particularly in a family support or therapeutic context • Experience working with families who have experienced or are experiencing acute or chronic disadvantage and/or trauma and loss • Experience working as a practitioner in Human Service Programmes such as those provided by AFSS • Experience in working with families experiencing a range of difficulties • Experience working with families involved in the Child Protection System.
Skills	<p>Demonstrated high-level organisational skills, communication skills, writing skills and an ability to positively interact with AFSS staff, clients, sector representatives and community. Computer literacy with the Microsoft Office suite of products.</p>
WHS	<p>AFSS is committed to WHS across all activities and program areas and all employees are required to actively participate in WHS policies, practices, and procedures.</p> <ul style="list-style-type: none"> • Ensure understanding of and compliance with all current organization policies, procedures, and work practices relevant to workplace Health, Safety and Welfare in the workplace • Take personal responsibility for adopting safe work practices in all activities undertaken including ensuring no activities undertaken will adversely affect the health, safety, and welfare of other persons • Obey all reasonable instructions in relation to health and safety at work • Participate in the development of site and agency-based policies and procedures where required • Follow the procedure regarding the use of AFSS vehicles in the workplace • To drive safely, in accordance with Australian Road Rules, SA (or other state if applicable) • To assist in maintaining AFSS vehicles in a safe condition, to conduct visual vehicle inspections, report suspected or unsafe vehicle conditions and to demonstrate safe driving practices to other road users • All AFSS employees have an obligation to always work safely and not endanger their own well-being or the well-being of others. This includes employees at AFSS as well as members of the public. Furthermore, all employees are obligated to report any



Aboriginal Family Support Services

Job and Person Specifications

	<p>hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them.</p> <p>The incumbent must be fit to undertake the tasks of their role and be able to maintain this throughout their employment and will be required to report any condition, physical or psychological, or medication that impact their capacity to safely fulfil their role.</p> <p>Participate in the development of site and agency based policies and procedures where required</p>
Knowledge	<ul style="list-style-type: none"> • Knowledge of case management and supervision frameworks • Understanding the primary importance of the spiritual and cultural connection Aboriginal people have with their country, family and community and the importance of Cultural Safety. • A significant knowledge base in the areas relevant to child protection, including the impact of abuse and neglect; attachment and bonding; healing trauma, grief and loss; child and adolescent development; parenting and life skills development; and behaviour management strategies • Knowledge of the Child and Young Person (safety) Act 2017, the role of DCP and of the Aboriginal and Torres Strait Islander Child Placement Principle • Demonstrated understanding of Discrimination and Equal Opportunity issues as they relate to service delivery for Aboriginal people.
Travel	<p>Intrastate and interstate travel involving overnight absences may be required in some roles. Including the requirement to fly on smaller planes and drive extensively in the regional areas.</p>
Licences / Screening	<p>This position requires the incumbent to hold and maintain:</p> <ul style="list-style-type: none"> • Valid and full South Australian Driver's Licence • Safe Environments for Children and Young People Certificate • Working with Children Check • NDIS Worker Screening Check clearance • National Police Check
General	<p>The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.</p>