

**Mission:** Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

**Vision:** An Australia where young people and children have HOPE for a successful and positive life.

**Values:** Faith ♦ Integrity ♦ Respect ♦ Belonging.

<b>POSITION TITLE:</b>	<b>CASE MANAGER</b>
<b>AWARD CLASSIFICATION:</b>	Band/Level: Social, Community, Home Care and Disability Services Industry Award 2010 MA000100, Level and pay point depending on experience and qualifications plus super and salary packaging
<b>DEPARTMENT:</b>	Inside Out
<b>DATE APPROVED:</b>	18/02/2018
<b>LOCATION</b>	Based in the S/E- Dandenong Office with travel across Melbourne
<b>APPROVED BY</b>	General Manager Business Operations

Concern Australia is a dynamic not-for-profit Christian organisation which finds its roots in the work of Rev Dr John Smith who also founded the God’s Squad Christian Motorcycle Club in the 1970s.

Concern Australia’s focus is to work with young people and children aged between 5-21 years, creating opportunities for young people to enjoy full and meaningful lives. In late 2016, 2020VISION was launched and consists of 4 shared goals:

PEOPLE-CENTRED ♦ LEADER ♦ PARTNER ♦ STEWARD

Concern Australia’s work focusses on the innovation, development and delivery of responses in the areas of Education; Housing & Homelessness; and Justice. Each year Concern Australia connects with thousands of vulnerable young people across Australia through the following activities:

**Education**

- Values for Life – seminars within primary and secondary schools to students, parents and teachers across Australia.
- LiveWires – an after school care and holiday programs for school aged children and support families living in the Collingwood housing estate.
- Hand Brake Turn – pre vocational automotive training

**Housing & Homelessness**

- InsideOut – the provision of Out-Of-Home-Care in partnership with the Victorian Government’s Department of Health and Human Services through the Enhanced Lead Tenant Program offered to young people living across metropolitan Melbourne.
- STEPS Outreach Service – support homeless young people from the steps of Flinders Street station.

**Justice**

- Chaplaincy and support services for young people at the Malmsbury Youth Justice Centre.

**ORGANISATIONAL RELATIONSHIPS**

<b>REPORTS TO:</b>	<b>Manager, Projects and Innovation (Inside Out Program)</b>
<b>SUPERVISES:</b>	Nil
<b>TRAVEL:</b>	Travel is required across Melbourne region
<b>INTERNAL LIAISONS:</b>	Executive, Program Managers and staff
<b>EXTERNAL LIAISONS:</b>	<ul style="list-style-type: none"> <li>• Government Departments – Health and Human Service, Justice, Education</li> <li>• Other Agencies</li> <li>• Service Providers</li> <li>• Young People and their Families</li> <li>• Volunteers</li> </ul>
<b>Financial Authority</b>	Within Concern Australia Financial Delegation
<b>Decision Making Authority</b>	<ul style="list-style-type: none"> <li>• To execute assigned tasks against the program plan</li> <li>• Oversee day to day operations at location</li> </ul>

**POSITION OBJECTIVES**

This position exists to work alongside young people within the Inside Out program, supporting and equipping them with life skills, building positive relationships and in working towards reaching their goals and potential.

**KEY RESPONSIBILITIES AND DUTIES**

**1. Referral and transition**

- Meet and assess Young Person (via organisations assessment guides)
- Assist with the assessment of young people’s accommodation and support needs
- Ensure all looking after children (LAC) and other relevant documentation is up to date upon entry into the program
- Attend client care team meetings and contribute to assessment and planning for young person
- Ensuring that all transition processes are followed and managed in the best interest of the young person within the set guidelines of the young person handbook
- Ensure a positive introduction and engagement into the program, building sense of safety and belonging

**2. Case Support (Outreach)**

- Provide care and personal support to young people based on their individual, communal, physical, emotional, psychological and spiritual needs
- Manage young people who display high risk and/or difficult behaviours and utilise a strengths based approach toward positive outcomes
- Work in conjunction with young people, families and other professionals to develop individual case plans
- Provide coaching and guidance to young people in life and living skills (in line with star charts and LAC goals and vocational aspirations)
- Assist a young person to access the community, and build positive relationships and supports in the community
- To advocate with and on behalf of young people, to ensure access to resources and facilities as necessary
- Attend and participate as the young person’s advocate in meetings

- Encourage young person to engage in a healthy positive lifestyle, and promote routines that will positively influence their future
- Provide case contracted Case Management to those clients that we Case Manage, assisting to coordinate services to support and empower the young person to reach their potential
- Make assessments of the young person's needs and goals and make appropriate referrals to external services to meet these needs, and assist in working towards goals

### **3. Reporting, Management Plans, LAC, CRIS/CRISSP, Star Charts, Connect Coach Community**

- Undertake CRIS/CRISSP training and use the CRIS/CRISSP data base for all client information or any other departmental platforms
- Attend/co-ordinate and represent Concern Australia (CA) at all relevant care team meetings, handing over relevant information and advocating as needed on behalf of the young person
- Development and implementation of LAC records including a 15+ Care and Transition Plan for each young person
- Develop and Implement Management plans, and ensure Care Team are collaborating to manage risk for the young person
- Maintain Case Notes, after-hours updates, quarterly and annual review reports and any Court reports on CRIS as required for contracted young people
- Monitor and review each placement against relevant frameworks
- Utilise the Start Charts and Connect, Coach, Community (CCC) frameworks as active tools, tracking the progress and outcomes of each young person
- Effectively liaise and work in collaboration with DHHS, Centrelink, education providers, therapeutic services and other relevant agencies as needed
- Meet all administrative and documentation requirements of the agency, as per program guidelines and within regulatory body framework

### **4. After-hours services (other administration)**

- Participate in a 24 hours rostered after hour service which involves responding to crisis call/support for young people and Live in Mentors
- Assist with data collection and reporting requirements
- Ensure engagement with young person is clearly documented on databases as required
- Contribute to documentation as per government department and regulatory body standards
- Record and report critical incidents using government department and regulatory body Client Incident Reports templates provided

### **5. Other**

- Be prepared to undertake some evening work as required when emergencies arise
- Undertake other duties as required
- Attend mandatory and other training as required

### **QUALIFICATIONS, EXPERIENCE AND SUITABILITY**

- Tertiary qualification at Diploma level or above in either social work, youth work, community services, social sciences or other relevant qualification.
- Knowledge on how to work with young people impacted by developmental trauma and an experience of out of home care
- Highly competent in Microsoft Office applications, and knowledge of databases/client managements

systems

- Previous work with disadvantaged and challenging young people
- Strong attention to detail and highly developed time management skills with the added ability to document accurate and complete data
- High energy and high level of interpersonal skills together with excellent written and verbal communication skills and the ability to liaise with people at all levels and backgrounds, internal and external to the organization
- Demonstrated professional Case Management skills, especially in crisis intervention and behaviour management and communication and coordination of Care teams.
- 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
- A sound understanding of voluntarism and supervision
- A sound understanding of Leaving Care practice and initiatives
- Experience and/or a working knowledge of the out of home care sector

### **INTERPERSONAL SKILLS**

- Friendly, positive and proactive approach
- Ability to engage young people, their families and community, and professional networks
- Initiative and the ability to 'make things happen'
- Reliability, ability to maintain appropriate boundaries and discretion: you will often learn of confidential matters
- Adaptability
- Communication, presentation, negotiation and relationship-building skills
- Organisational skills
- IT skills
- Problem solving skills
- Good discernment skills

### **KEY SELECTION CRITERIA**

Essential -

1. Demonstrated commitment in line with Concern Australia's Values
2. Relevant experience in a similar role
3. Ability to engage and support young people towards their goals
4. Demonstrated experience in working with all levels of management and external stakeholders
5. Demonstrated experience in being an efficient problem solver and a well-organized coordinator
6. Valid Working With Children Check, satisfactory National Police Check (or international where required) and valid Australian Driver's License
7. Knowledge of the Youth Justice system and Child Protection out of home care systems
8. Tertiary qualification in either social work, youth work, Community services, social sciences or other related qualification

Desirable

1. Experience in support and case management of adolescents
2. Experience and skills in working with families as well as young people