



<b>Title</b>	Family Services Case Manager - Parents Under Pressure St Albans
<b>Reports to</b>	Team Leader - Family Services
<b>Direct Reports</b>	Nil
<b>Last Updated</b>	January 2019
<b>Tenure</b>	Part time (.8) - 2 year fixed term contract
<b>Good Shepherd Australia New Zealand (GSANZ)</b>	
<p>Good Shepherd Australia New Zealand (GSANZ) aspires for all women, girls and families to be safe, well, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice, and to support our communities to thrive.</p> <p>Our Safety &amp; Resilience services are delivered across Victoria and New South Wales. They include; integrated family services (including Child FIRST and Support and Safety Hubs), a range of family violence response services, counselling and case management for children, young people, women and families, support for those who are homeless or at risk of homelessness (including refuge accommodation for women and children who have experienced family violence).</p> <p>Support groups and workshops are offered in community settings to meet the identified needs of vulnerable children, young people, women and families. All of our services are informed by the latest evidence and research and adopt a best practice approach.</p> <p>We are committed to continuous improvement, innovation and delivering measurable outcomes. Our services are strengths based, client-centred and underpinned by our mission and values.</p>	
<b>Role Purpose</b>	
<p>The Family Services Case Manager Parents Under Pressure (PUP) will work within the St Albans based Integrated Family Services (IFS) team. The IFS team promotes the healthy functioning of children, young people and families through a range of educational, developmental, social and support services.</p> <p>The team assists and supports parents to develop, maintain and strengthen the safety, stability, development and wellbeing of their children and family. The IFS team is part of the Brimbank Melton Child FIRST Alliance, a partnership between agencies across the Brimbank and Melton area west of Melbourne.</p> <p>This role will have a focus on engaging with fathers wherever possible, requiring flexible working hours that may include some after hours and/or weekends, to ensure that a fathers' support needs can be accommodated and tailored to meet the family's needs. (penalty rates apply)</p> <p>PUP is an evidenced based approach developed by Griffith University, Brisbane, that will be utilised to strengthen parents' skills and confidence in their parenting role.</p> <p>This position will require Parent Under Pressure (PUP) accreditation which will be funded by the organisation through Good Shepherd's relationship with Griffith University.</p>	

## Desired Skills and Characteristics

1. A relevant tertiary qualification in social work, psychology, or welfare studies at a degree level
2. Demonstrated experience in case management and casework, including the ability to conduct ongoing assessments and make recommendations on service response to develop parenting capacity
3. Demonstrated experience in working with fathers to assist them in their parenting role
4. Demonstrated experience working from a competency/strengths-based solution focused framework with families and individuals presenting with complex needs and behaviors (e.g. substance abuse, mental health, parenting issues, disability, relationship issues) and/or from CALD or indigenous backgrounds
5. Demonstrated experience in facilitating parenting programs and/or group work with fathers, children, young people and families
6. Demonstrated knowledge and understanding of working within the 'Best Interest Case Practice Model'
7. Can work independently and autonomously
8. Excellent organisational, interpersonal and communication skills, including:
  - a. Interviewing and counselling skills
  - b. Writing skills - reports, correspondence, case notes, records/data entry
  - c. Oral skills - liaison, consultation, negotiation, telephone
  - d. Advocacy skills
  - e. Networking skills

## Responsibilities

### Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in GSANZ's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### Clients

- Provide to families with complex needs and behaviours, effective case management and case work support service incorporating assessments and a practical support plan with a focus on children's safety, stability and developmental needs and the development of parenting skills
- Integrate the Best Interest Case Practice model with the Parents Under Pressure framework
- Strengthen parenting competencies and confidence
- Enhance family, child and youth health and well being
- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client centred approach to service delivery at all times

### Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and departments

### **Compliance**

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

**Values & Behaviours** - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

### **Reconciliation**

- We understand the past, respect our place in history and move forward in the spirit of healing and partnership
- We use our capability to build knowledge and skills in the community and with individuals
- We use a coaching approach to facilitate growth, skill building and development
- We pro-actively seek opportunities to draw on the wisdom and expertise of others in order to support those we work with appropriately

### **Value of each person**

- Our relationships are based on empathy, respect and compassion that sees, and seeks out, the good of each person
- We participate actively, courteously and enthusiastically as part of a team
- We work collaboratively to deliver valued outcomes for every individual
- We adopt appropriate systems and practices to support outcomes that are important to people
- We recognise the strengths, skills and contribution of each person in order to achieve our mission

### **Justice**

- We challenge structures and behaviours that perpetuate disadvantage so that we bring about positive change
- We listen first in order to understand
- We use our resources efficiently and effectively to sustain and grow our services
- We have constructive conversations about performance, recognise excellence and hold each other accountable for our values based behaviours
- We make informed decisions and communicate early, honestly and transparently

### **Zeal**

- Our commitment is wholehearted
- We embrace opportunities to increase our positive impact and influence
- We reflect and adapt our practice to ensure currency and relevance
- We see change as an opportunity and positively champion new ways of being and doing
- We stretch ourselves individually and collectively to overcome barriers and setbacks

### **Audacity**

- We think reflectively and take bold action to follow new paths for the mission
- We look for innovation and learn from mistakes as a path to knowledge
- We make brave decisions while we are prudent and carefully assess risks and alignment to mission
- We embrace debate to ensure sound decision making
- We stand by our decisions as a team and as individuals.