



Good Shepherd

Australia New Zealand

Position description

Title	Family Services Case Manager
Reports to	Team Leader
Direct Reports	None
Classification & Salary	SCHADS Level 5 (\$80,640.56-\$84,908.72) + super + salary packaging
Employment Status	Full time, 12-month fixed term contract
Primary Location	Hastings
Date	March 2020

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, 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 support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, parenting programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Family Services Case Manager will work within the Peninsula 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. The team assists and supports parents to develop, maintain and strengthen the safety, stability, development and wellbeing of their children and family.

The Family Services team is part of the Peninsula and Bayside Area Child FIRST Alliance, and this position will be based at the Good Shepherd offices at Hastings and will be required to work from other site's in the Peninsula and Bayside region.

Responsibilities of this role include:

- strengthen parenting competencies and confidence
- enhance the wellbeing of children, young people and their families
- prevent child abuse and neglect
- support children, young people & their families through major life transition times
- support children, young people and their families through major crises

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan

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 an effective support service to families with complex needs. Casework with families will incorporate ongoing assessments, including ongoing risk assessments of children's safety, stability and development as well as the development of Child and Family Action Plans.
- Facilitate parenting skills programs and groups as required to meet the needs of the family.
- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client in order to reflect and improve on own practice
- Maintain a client centered 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
- Look for opportunities to balance workload with other team members as required to ensure targets are met
- Maintain agreed case load
- 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

- Maintain client files, case notes and data in accordance with funding body and agency standards
- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Tertiary qualification in Social Work or similar level qualification in a human services discipline such as Psychology.
- Demonstrated skills in casework and group work with families who may have complex needs.
- Demonstrated knowledge of relevant DHHS policy and practice frameworks and legislation.
- Effective interpersonal, time management, communication and negotiation skills, including liaising with other key people known to the family (such as school professionals, childcare, also family friends).
- Demonstrated experience in preparing written reports, maintaining records, including case notes and IRIS data base reporting.

- Demonstrated ability to work in a culturally sensitive way with people from culturally and linguistically diverse (CALD) communities and Aboriginal families.
- Demonstrated understanding of social justice principles and community capacity building, and an ability to contribute to the mission and spirit of the agency.
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

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.

- Value of each person
- Reconciliation
- Justice
- Zeal
- Audacity

Additional information

Employment is subject to:

- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.