

## Position Description

<b>Position Title:</b>	<b>Family Support Case Manager</b>
<b>Business Unit:</b>	Youth and Family Services
<b>Department:</b>	Community Wellbeing
<b>Directorate:</b>	Community Services
<b>Classification:</b>	Band 6
<b>Date:</b>	March 2021
<b>Reports to:</b>	Team Leaders Youth and Family Support
<b>Supervises:</b>	Nil
<b>Internal Liaison:</b>	<ul style="list-style-type: none"> <li>Youth and Family Services including other Family Support case managers youth and family counsellors</li> <li>Team Leaders and Coordinator of Youth and Family Services</li> <li>Maternal Child and Health team</li> <li>Children's Services</li> <li>Other council departments</li> </ul>
<b>External Liaison:</b>	<ul style="list-style-type: none"> <li>Families, children and young people</li> <li>Department of Families, Fairness and Housing</li> <li>Integrated Child and Family Services Alliance -Southern</li> <li>Schools – Primary and Secondary</li> <li>Community Agencies – across the South East</li> <li>Community Health and Mental Health Services</li> </ul>

### 1. Position Objectives

The primary objectives of the position are to:

- Support to vulnerable families with children and young people with a focus on the safety, wellbeing and stability of the child/ren.
- To work as a multi-disciplinary team to deliver a high-quality confidential service that conforms to legislative frameworks | a ensuring the safety and wellbeing of all families.
- Provide case management to families referred through Child FIRST and Child Protection
- Provision of case management including crisis assessment to vulnerable families and facilitate appropriate referrals.
- Develop, facilitate parenting support groups for families to obtain social, practical, emotional and educational support.
- Develop, facilitate and evaluate child specific programs, including middle years groups for vulnerable children to enhance their social, practical and emotional skills that strengthens their health and wellbeing and connection to school and community.

### 2. Key Responsibility Areas / Position Specific Responsibilities *\*Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Main areas of responsibilities will include but are not limited to:

#### Service Provision

- Accept appropriate referrals and undertake initial assessments of families referred through Child first.
- Carry a full case load and case manage clients referred from Child FIRST, Child Protection
- Undertake appropriate recording of all assessments, ongoing contact, reviews and closures utilising the systems provided.

- Work with families in identifying their strengths and needs and provide families with a choice of appropriate and available services provided by CGD or through referral to another agency.
- Ensure that families are involved in the process of designing interventions, which includes timelines for the use of services.
- Identify real or potential health, development and family-related dysfunction, referring on to appropriate services or taking appropriate intervention measures to assist parents to access services.
- Provide information and assistance on issues related to parental health, including family planning and family violence.
- Enhance families' knowledge of and access to community services and resources.
- Assist clients to access groups which enhance their social and parenting skills.
- Advocate on a family's behalf when dealing with other services, agencies and government departments.
- Work with a multidisciplinary team to ensure culturally sensitive and holistic service provision.
- Provide a Family Support service that meets the current Department of Human Services program and service plan and implementation guidelines.
- Research, develop, implement and evaluate group programs for both parents and children.

#### Education and Information

- Ensure information in appropriate formats is available for families regarding the range of family services provided by the Council, Government and nongovernment agencies and to encourage use of these services.
- Use interpreters as required.
- Source health education and promotion leaflets in the appropriate languages.
- Attend relevant professional development networks and sessions as required.

#### Accountability and Reporting

- Recognise the rights and privileges of the child in line with the Best Interests framework and the need for special safeguards, legal or otherwise, to protect his/her well-being without distinction.
- Knowledge of the relevant acts including the Child Youth and Family Act 2005 and the Vulnerable Children's and Youth Strategy, Department of Human Services Child Safe Standards.
- Work in line with Councils Plans and Strategies including but not limited to the Community Wellbeing plan, Child Friendly Cities, Children's Plan and Youth Plan.
- Be familiar with the Child Protection Protocol and Mandatory Reporting Legislation and implement provisions appropriately.
- Knowledge of and adhere to Privacy Legislation and ensure that all records and information pertaining to service users are maintained in a secure, confidential and accurate manner.
- Become familiar with and conform to Council's Occupational Health and Safety, Access and Equity, and Equal Employment Opportunity Policies.

#### Effective working relationships with relevant community and government agencies

- Strengthen linkages between the Family Support Service and a range of primary and tertiary care service providers who care for vulnerable families.
- Working with the service system in order to provide appropriate referral pathways for vulnerable families.

#### Continuous Improvement

- Participate in the Youth and Family Services planning processes.
- Use customer feedback to inform service delivery.
- Regularly review customer satisfaction as per Family support program protocols.
- Participate in planning, research and evaluation incorporating a quality assurance framework of the service as required.
- Receive regular feedback and support from the Family Support Team Leaders and Youth and Family Services Coordinator.

### 3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- This position accepts appropriate referrals from and provides information to referrers, including from Child First and Child Protection
- Where responsible for managing resources, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Where providing specialist advice to and regulating a wide range of Family Services clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant but are usually subject to appeal or review by Team Leader Family Support Services or the Coordinator Youth and Family Services.
- Where providing formal input to the development of operational policies, procedures and guidelines within the family support services team specifically and the youth and family services unit generally, the freedom to act is prescribed by a more senior position. Accordingly, the quality of the output can have a significant effect on the process of policy development.

### 4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent, particularly those contained within the Best Interest Case Practice Model and Framework. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.

Independently:

- Exercise discretion when working on parenting skills and accessing appropriate services with vulnerable families.
- When determining day to day aspects of providing the Family Support Service to families.

With Input from the Team Leader(s) or Coordinator Youth and Family Services:

- When assessing, reviewing and closing client cases **or** planning service improvements.
- For secondary consultation purposes, in cases of suspected child abuse or critical incidents.
- When needing to purchase equipment.

Recommends and Identifies to the Team Leader(s) or Coordinator Youth and Family Services:

- Planning, marketing, service integration to other Youth and Family Services staff.
- Improvements to operational policies, procedures and guidelines within the family support services team specifically where these assist the department to improve service quality and efficiency.

Guidance:

- Guidance and advice are usually available from the Team Leader and other key Youth and Family Services team members.

### 5. Specialist Skills and Knowledge

The essential position requirements include:

- Proficiency in the application of relevant theoretical and scientific disciplines, including the underlying principles as distinct from the practices involved, including:
  - Comprehensive understanding of the Children Youth and Family Act 2005 and Privacy legislation as well as all routine procedures and processes used within the Youth and Family Services in order to provide a high-quality service to families with children under 18 years, from diverse social and multicultural backgrounds;
  - Knowledge of child and youth development in working with vulnerable families along with an understanding of the Best Interests framework and its application in working with vulnerable families; and

- Knowledge and skills in case management and relevant frameworks including the 'best interests' framework' as well as knowledge of the current and relevant City of Greater Dandenong policy directions when working with families and children.
- Assisting the Team Leaders to provide a high-quality flexible Family Support Service through an understanding of the long-term goals of the Youth and Family Services business unit and of the relevant policies of both the unit and the wider organisation.
- Proven capacity to contribute to a team, in a productive, structured, cooperative and integrated way.

## **6. Management and Interpersonal skills**

The essential position requirements include:

- Work within the broader multidisciplinary Youth and Family Services team to ensure comprehensive and streamlined service provision to families, managing time, setting priorities, planning and organising one's own work to achieve specific and set objectives of the Youth and Family Services Unit in the most efficient way possible within both the resources available and a set timetable, including:
  - Establishing and maintaining positive relationships with at risk families including CALD communities.
  - Crisis management, regular administration tasks [including writing related reports where relevant] and group programs, within designated timelines as set by the Family Support Procedure Manual.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of defined activities including preparing external correspondence to a wide range of community organisations, services providers and other relevant bodies.
- Ability to liaise with their counterparts in a wide variety of other agencies and professional organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

## **7. Qualifications and Experience (Key Selection Criteria)**

Selection of the most suitable applicant will be based on the following:

### Essential


- Degree qualifications in Social Work, Psychology, Behavioural sciences or related field relevant to child and family welfare, along with demonstrated knowledge and some relevant experience in working with vulnerable families.
- Demonstrated knowledge and experience in case management practice including risk assessment and direct practice of family interventions.
- Demonstrated knowledge of relevant legislations and frameworks relating to child safety and parenting
- Demonstrated experience in the development, implementation and evaluation of group programs for children, young people and parents.
- Demonstrated ability to liaise and work cooperatively with a wide range of community organisations, services providers and other relevant bodies, supporting vulnerable families within a culturally diverse community.
- Demonstrated ability to manage time, prioritise and organise own workload whilst working within a multidisciplinary team.
- Excellent interpersonal and communication skills, including demonstrated ability to record appropriate case notes and produce reports supporting evidence-based case
- Demonstrated intermediate computer skills including sound knowledge of the suite of Microsoft office products and EDRMS such as Objective.
- A current valid (and ongoing) Victorian Driver's License, as well as satisfactory (and ongoing) Working with Children Check and Police Checks supplied prior to offer of employment and commencement.

## 7. Notes and Comments


### Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:


#### Prepared by:

<b>Name:</b>	Katharina Verscharen	<b>Signature:</b>	
<b>Date:</b>	June 2021		

#### Manager:

<b>Name:</b>	Marcus Forster	<b>Signature:</b>	
<b>Date:</b>	June 2021		

#### Director:

<b>Name:</b>	Martin Fidler	<b>Signature:</b>	
<b>Date:</b>	June 2021		

#### Position Occupant:

<b>Name:</b>		<b>Signature:</b>	
<b>Date:</b>			

### Inherent Physical / Cognitive Requirements of the position

Date of last review:

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: \_\_\_\_\_ Signature

Cognitive Demand	Yes	No
Regular communication with team/work mates	✓	
Regular communication with others	✓	
Verbal instruction and supervision of others		✓
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

## Position Description

### APPENDIX 1

#### Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

##### Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

##### Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

##### Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

##### Organisational Requirements

- A committee employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.