

## Case Manager Position Description

<b>Position Title:</b>	Case Manager
<b>Reports To:</b>	Zonal Manager
<b>Location:</b>	Safe Places is established in Queensland (Brisbane, South East, North Coast, South West, Far North Queensland), in Western Australia (Perth) and in Tasmania (Hobart). Staff are able to request short and long term transfers between zones.
<b>Hours:</b>	<p>Permanent full-time (Employment Contract). Paid base package of 38 hours a week. The Case Manager is on call 24/7 for their case/s</p> <p>Perform 76 hours a fortnight averaged over 12 weeks Average at 16 weekend hours a fortnight Average at 4 sleepover shifts a fortnight Option of requesting more weekend hours</p> <p>Average 14 hours a week allocated to non-contact responsibilities All other hours are direct Youth Work with the young person</p> <p>8 hour "sleep-time period" (allowance incorporated in package, not hourly rate) A standard shift is usually a 24 hour period Requests for time off are not guaranteed to be met</p>
<b>Salary Range:</b>	<p>\$55,872 - \$66,554</p> <p>Base package includes allowances and penalties</p> <p>5 weeks paid holiday leave per year 10 sick days per year When available, additional hours can be performed at the casual rate of \$22.11 per weekday hour and \$38.70 per weekend hour plus \$41.20 allowance per sleepover</p>
<b>Additional Benefits:</b>	<p>Laptop for work &amp; personal use (Conditions apply) Mobile for work &amp; personal use (Conditions apply)</p>
<b>Working Environment:</b>	<p>Some non-contact hours can be done from home Community based houses in reasonable areas Vehicle and phone provided for shifts Houses are homely, have ensuite and heating/cooling</p>

## Model

Safe Places provides children at risk with intensive support and supervision. Referrals received through the government department responsible for the protection of children. Team members are rostered to provide care from houses located in the community. The team work to see children transition into suitable longer term placements which may be delivered by Safe Places (e.g. co-tenanting models, semi-independent models, independent living) or by others (e.g. foster care or family reunification)

## Target Group

The children placed range from 10 to 17 years of age. They sometimes require one-on-one support initially due to their anti-social behaviours towards other children and carers. These challenging behaviours include but are not limited to the following:

- Destroying property
- Absconding
- Self harming
- Poor hygiene
- Sexually acting out towards other children or workers
- Fire fascination
- Cruelty to animals
- Anti-social behaviours
- High level defiance
- Physical including hitting, spitting, kicking, threatening children and/or workers
- Verbal aggression

## **Vision and Values**

***“Providing effective, professional care and transition support for children in care when standard models are unsuitable or unavailable”***

The Case Manager is responsible ensuring that the vision within the value in their particular case/s. This involves overseeing staff, responding to the needs of child/ren, managing a property/vehicle and maintaining stakeholder relations.

The team is guided by core values from the grass roots to the Board of Directors

***Professional    Supportive    Responsive    Passionate    United***

## **Training & Support**

Safe Places demonstrates it's commitment to equipping team members for their roles by:

- Providing a 2 day core training program
- Providing a 3 day “Therapeutic Crisis Intervention” course
- Providing clear, up to date and easy to access policies
- Continually improving information management systems
- Requirement for regular supervision (coaching, feedback, support)
- On call support
- Opportunities to be heard (formal and informal)
- Opportunities to learn (autonomy and responsibility)
- Safe Places will consider requests to contribute to TAFE or tertiary study costs

## **Approach**

Key elements of the “Safe Places approach” include:

- The value of small and stable teams with a consistently calm and hopeful framework

- A short term goal of small steps including seeing the child engage in the placement and build rapport with their team, contributing to the plans,
- A medium term goal of effectively assisting the child to gain increased independence and to explore their behaviours in difficult times and be willing to try some more positive coping strategies – a lengthy and challenging but very rewarding journey
- A goal is always to see the child make progress that will help prepare them for their future transition into family based placement, family reunification, group setting or independent living arrangements
- The importance of understanding that the children's behaviours are coping skills and our focus is more on what's lying beneath the behaviour. The need to respond to behaviours in a way that role models an ability to remain calm, hopeful, caring, consistent, respectful and understanding of others (as opposed to reacting emotionally)
- Collaboration is needed to support the child across the various areas of their life (i.e. protective services, health services, counselling services, educational facilities)

## **Duties**

### **All Youth Worker Position Description duties and ....**

#### **Supervise Staff**

- Build a strong and positive team culture
- Rostering
- Supervision sessions including delegation and performance management
- Case inductions
- Facilitate team meetings
- On Call support

#### **Provide Exceptional Quality Care**

- Case management (e.g. case planning)
- Achieve outcomes (life skills, coping skills, school, health, therapy, family)
- Ensure appropriate child participation
- Create a comfortable and safe environment
- Maintain a high standard of care for and cleanliness at the houses
- Network with others involved in child's care
- Facilitate stakeholder meetings

#### **Work within Safe Places Vision and Values**

- Have input into the continual improvement of the service (be part of the solutions)
- Work within organisational policies, procedures and values
- Be innovative
- Manage resources efficiently and using tools provided
- Other tasks as delegated by the Zonal Manager

## **Essential Requirements**

#### **Availability**

- Flexibility for all shifts including sleepovers (time off requests not guaranteed)
- Participation in team meetings, staff meetings, training, supervision as required
- May be required to be on call as per employment contract

#### **Computer skills:**

- Demonstrated ability to independently use Word

- Demonstrated ability to independently and confidently use Internet Explorer
- Able to support Youth Workers with the above
- Able to use Excel tools with coaching
- Ability to learn new computer skills with training or online tutorials

**State-based:**

- Completion of relevant history check screening processes
- Current Drivers License

**Experience**

- Minimum six months residential experience and/or with children in care

**Knowledge**

- Knowledge of issues facing children in the out of home care sector
- Understanding of case management model
- Knowledge of the impact of childhood abuse and trauma
- Crisis management
- Understanding of the Child Protection Sector
- Understanding of the intensive nature of the work and the significant time the position requires team members to spend away from home/families

**Skills/Qualities**

- Able to work in an environment without other adult company
- Written and verbal communication skills
- Leadership skills – inspire team, develop working systems, provide supervision
- Team work – small team, broader Safe Places team, broader stakeholder team
- Crisis management skills
- Open to feedback and new approaches
- Ability to work through problems professionally and appropriately
- Organisational skills

**Desirable**

- Relevant studies
- Experience with the care system would be desirable
- Experience networking with multi disciplinary services and agencies
- First aid certificate

**Application Process**

Refer to employment tab on [www.safeplaces.com.au](http://www.safeplaces.com.au)  
 For further enquiries contact: [employment@safeplaces.com.au](mailto:employment@safeplaces.com.au)