

# Position Description

## Case Manager

**Wesley Dalmar Out of Home Care**

April 2018

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Signed – Manager

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Date

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Signed – Employee

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Date



# Case Manager

## Wesley Dalmar Out of Home Care

### 1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unflinching integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

### 2. Overview of Wesley Dalmar Out of Home Care

Wesley Dalmar is an Out Of Home Care Service accredited by the Office of Children’s Guardian and regulated by the OCG standards. Wesley Dalmar supports children and young people who enter care, supporting carers and birth families associated with the child and young person in care.

Permanency is a key driver for our work, as we seek to ensure that all children we care for are in the best possible placement to meet their needs and achieve their potential. Our work is underpinned by the legislated hierarchy of the Permanent Placement Principals.

### 3. Overview of role

The primary function of this role is to promote the welfare and interests of children, young people in Out of Home Care and their families

The Wesley Dalmar Out of Home Care team has key responsibilities:

- Support children and young people in care
- Support carers and maintain placements for children and young people in care.

## 4. Relationships

Reports to: Team Leader & OOHC Program Manager

Direct reports: N/A

## 5. Major role responsibilities

- Providing safe, stable and suitable placements for children and young people with respect for the Permanent Placement Principals which meets the day to day care and support needs.
- Ensure that children, young people, foster carers and families receive integrated and coordinated quality support through effective case management.
- Assist children in Out of Home Care to access services and supports that will in turn, support their placement, their carers and birth families.
- In consultation with the Team Leader, Program Manager and Wrap-Around team, provide Case Planning in which social, emotional, educational, cultural and health domains of children and young people are addressed and supported.
- Ensure Case Reviews are conducted as per the required frequencies and address both Case Plan and Financial Plan needs, so as to meet Office of the Children's Guardian Accreditation Standards.
- Actively improve placement stability through the provision of effective and timely Case Management support to the families we work with.
- Maintain an understanding of Child Protection Principals, including the Code of Conduct and the Wesley Dalmar Foster Carer Statement of Responsibilities in order to ensure carers are aware of their requirements.
- To be aware of Office of Children's Guardian and Wesley Dalmar Out of Home Care Procedural requirements so to meet documentation standards and provide a consistency of service.
- Lead the development of active Case Plan goals through a coordinated process, which can be monitored and achieved within clear timeframes – and as a result, be measured and reported on within Management KPI's.
- Promote a child-centred and family-focused approach to Case Management by way of supporting the child/young person to maintain connections with birth family and significant others in their lives.
- In consultation with other Out of Home Care teams, assess referrals and discuss the matching of children with Carer Recruitment Officer and Program Manager, to determine appropriate placements.

- Comply with Wesley Mission and Wesley Dalmar Policies and Procedures in providing a professional service that complies with the Office of the Children's Guardian Guidelines. Comply and maintain an understanding of the principals of Child Protection and work collaboratively with other government and non government agencies to ensure the protection of all children and young people.
- Be aware of the need for confidentiality in all aspects of Out of Home Care and ensure that confidentiality is respected and upheld at all times.
- Strengthen outcomes for children/young people in Out of Home Care by working with Team Leaders/Managers to make decisions that provide integrated and coordinated delivery of services.
- Taking responsibility of all aspects of allocated Case Load and ensuring client information is kept up to date on file, including Critical Information, Case Plan and Financial Plans, Court Orders, Cultural Plans, Contact Requirements and Case Notes. Case notes are to be written in a strength based manner, with respect to the child or young person.
- Facilitate and promote attendance at Case Reviews from all required parties including;
  - Birth family
  - Child or young person
  - Carers
  - Relevant professionals and Wrap-Around staff
  - Other significant people

Ensure that all associated documentation is completed as per Wesley Dalmar Policy and Procedures.

- Lead adoption processes for clients where adoption is a case plan goal between Wesley Dalmar and Family and Community Services, and complete any required documentation.
- Create and support a child's cultural needs, by way of a Cultural Support Plan (where appropriate) in order to develop and maintain a child/young person's identity.
- Ensure all young people over the age of 15 have a clear and concise leaving care plan, promoting the use of any external services to ensure the continuity of care.
- To maintain regular contact via Home Visits with foster families at least monthly and the child/young person in their care to provide Case Work support that will enhance and maintain the stability of the placement. Manage the financial provisions of the child/young person's needs by way of contingency payment creation for financial expenditure.
- Ensure all Carelink requirements are met, completed when due and maintained on a regular basis.
- Support, promote (when appropriate) and encourage contact with the child/young person's Birth Family.

- Work with the child and people significant in their lives to develop and maintain Life Story Work.
- To assist as directed in the recruitment, training and assessment of prospective carers.
- To assist, as directed, in the presentation of regular on-going training of authorised carers.
- Ensure that all documentation is maintained in a professional manner according to Wesley Dalmar Policy and Procedures.
- Attend Inter-agency meetings as directed by Team Leader and/or Program Manager.
- Accept and perform other duties as determined by Team Leader and/or Program Manager.
- Work in a time efficient way, completing tasks within expected timeframes independently being able to multi-task and manage competing priorities
- Work in a way that allows for independent prioritising of tasks, being able to ascertain the urgency of work and communicate to management when required regarding critical matters related to clients.
- Ability to have difficult conversations with clients, carers and their families and work towards common outcomes.
- To work as a member of the team by participating in team meetings, service review and evaluation.
- Maintain, when directed on-going support for a young person up to the age of 25.
- Hold a current drivers licence which is to be viewed and copied annually for retention on personnel file, and to inform your Supervisor immediately of any traffic infringements or licence cancellations/suspensions.

## **6. Professional responsibilities**

- As directed, other activities to support the delivery of the Wesley Out of Home Care Business Plan and Wesley Mission Strategic Plan, as requested by your Manager.
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures.
- Participate in the reviews and internal audit processes, as per Wesley Mission's standard Policy, Procedures and OCG Standards.
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your Supervisor.

- In relation to Wesley Mission attend worship services as encouraged by your supervisor.
- Participate on a quarterly basis in Wesley Mission's Employee contribution and development process.
- Take responsibility for personal career development and training.
- Participate in Wesley Mission's Orientation program and other mandatory training so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation.
- Administer Wesley Mission's philosophy of care, Wesley Dalmar philosophy of care, Child Protection Policy, and other relevant policy documents as appropriate.
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission.
- Ensure the reputation and integrity of Wesley Mission is maintained at all times.

## 7. Selection Criteria

To be successful in this position, candidates must possess the following:

### **Demonstrated Knowledge and behaviours**

Legislative requirements – *Children and Young Persons (Care and Protection) Regulation 2012 under the Children and Young Persons (Care and Protection) Act 1998*

Ombudsman Act 1974 (Amendment);; the Adoption Act 2000 and other relevant legislation.

Including knowledge of the Office of Children Standards.

- Charter of Rights.
- Organisational processes and procedures (including records management, occupational health and safety practices, management of conflict of interest).
- The impact of trauma, attachment dysfunction and grief and loss on children and young people.
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry.
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude.
- Relate well to a range of people with sound listening and problem solving skills.
- Confident professional with strong initiative and business acumen.

- Displays emotional maturity and resilience

### **Essential skills/knowledge**

- Experience in managing internal and external stakeholders to achieve set objectives.
- Proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets.
- Demonstrable skills in conflict resolution, change management and financial management.
- Thorough attention to detail.
- Excellent written and oral skills, public speaking and presentation capabilities.
- Outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with.
- Proficient computer skills in Microsoft Office

### **Qualifications and Experience**

- Degree in Social Sciences or related discipline. Diploma level qualifications can be considered where:
  - Case manager has in excess of three years industry experience and  Enrolment in Degree level course is maintained.