

Children's Specialist Case Manager

POSITION

1.0 FTE/38 hours per week

CLASSIFICATION

Social and community services employee Level 5, commencing hourly rate \$37.71, generous conditions including a paid lunch break and access to attractive salary packaging. Additional above award conditions including car option. Fair Work Australia equal remuneration decision, National Employment Standards

AWARD

Social, Community, Home Care and Disability Services Industry Award 2010.
MOSS Enterprise Agreement 2018 (pending registration)

UNION

Australian Services Union (ASU)

REPORTS TO

Program Leader, Operations Manager and CEO

APPROVED BY

Tony Littman – Operations Manager

DATE APPROVED

27 March 2019

SIGNED

DATED

...../...../ 2019

1. Organisational Context

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people and people experiencing housing vulnerability through a range of programs:

- North and West Regional Regional Children's Resource Program
- Bright Futures – Homeless Children's Specialist Support Service
- Transitional Outreach Support Team (TOST)
- Crisis Program (Crisis Response & Youth and Family)
- Catchment Youth Refuge
- Intensive Case Management program (ICMI)
- Housing Support for the Aged (HSAP)
- Hume Transitional Support Programs
- Shrivings Social Support Group (SSG)
- Banyule Social Support Group (SSG)
- Northcote Social Support Group (SSG)
- Brunswick High Rise Volunteer Program
- Brunswick Volunteers Program
- Brunswick Older Persons' High Rise Support Program
- Northcote Older Persons' High Rise Support Program
- Connections Program
- Banyule Housing Support
- Children and Mothers in Mind

2. Position Summary

The Children's Specialist Case Manager position sits within the *Bright Futures* Program which is auspiced by Merri Outreach Support Service and funded under the National Housing and Homelessness Agreement. *Bright Futures* targets vulnerable children from families living in the DHHS North and West Metropolitan Regions of Melbourne who have been impacted by homelessness and/or family violence.

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Bright Futures is delivered by a team of four workers – Team Leader, two Children's Specialist Case Managers and one Children's Specialist Group Worker/Case Manager based at the Broadmeadows office. The service model involves collaborative work with other agencies and referring workers. Co-case management and occasional shared co-facilitation of groups is a feature of the program.

The Bright Futures program involves 3 streams of service delivery:

1. Assessment and Development of a Case Plan
2. Enhanced Case Management
3. Therapeutic Group Work

The Children's Specialist Case Manager's role focuses on delivery of Streams 1 and 2 which include being involved in; secondary consultations, managing referrals, completing assessments, case planning and the case management of the children being supported by Bright Futures.

The Case Management Stream provides:

- Intensive support focussed on educational, social, recreational, emotional and health needs.
- Identification and linkages to appropriate services.
- Supporting positive peer interaction with peers and family.
- Advocacy on the rights of children and young people to access services within their community.
- Individual support with children around case plan goals, utilising modalities such as play-based, narrative and creative arts.

In addition, the Children's Specialist Case Manager's may at times provide support in co-facilitating Bright Futures group work. The promotion of Bright Futures to the Homelessness Service System and Family Violence sectors across the region will also be important.

3. Key Selection Criteria

- 3.1. A tertiary qualification in social work, child development, psychology, art/music therapy, counselling, welfare studies or equivalent
- 3.2. Demonstrated experience and highly developed skills in the engagement, assessment and provision of case management to children and families who experience disadvantage.
- 3.3. Demonstrated understanding of child development and trauma and the impact of homelessness and family violence on infants, children, adolescents and their families.
- 3.4. An understanding and commitment to supporting diverse communities, for example, Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.
- 3.5. An ability to use a range of engagement and therapeutic methods (play-based, narrative and creative arts) to respond to the needs of children.
- 3.6. Highly developed team work skills and the demonstrated ability to work independently

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- 3.7. Demonstrated knowledge of frameworks and standards of child welfare, Child Protection and relevant legislation, for example, the Best Interest Framework and family violence risk assessment frameworks.
- 3.8. Excellent organisational, interpersonal and communication skills, including:
- Interviewing and counselling skills
 - Writing skills – reports, correspondence, case notes, records entry
 - Oral skills – liaison, consultation, negotiation, telephone
 - Advocacy skills
 - Networking skills
 - IT competency
 - Experience in public speaking and presentations would be considered an advantage.

4. Additional Information

Office: This position is based at 22 Lakeside Drive, Broadmeadows 3047.

Hours of work: The Agency is open Monday to Friday 9am – 5pm. Which four days per week worked can be negotiated.

Website: www.merri.org.au

Occupational Health and Safety:

All employees 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 co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity:

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Diversity:

Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

Child Safe Organisation:

Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which instill a child safe culture and meet Child Safe Standards.

Employment is subject to:

- a current Working With Children Check
- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications



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Privacy Notification:

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

5. Application process and contact information:

For more information about the position please contact: **Talia Barrett 9359 5493**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au.

Please address the **Key selection criteria** in your application and include 3 referees, at least one of whom is a current/recent supervisor.

The closing date for applications is 5pm, Tuesday 16 April 2019

Please forward applications to:

Tony Littman
Operations Manager
Merri Outreach Support Service
22 Lakeside Drive
Broadmeadows VIC 3047

Or email: tony@merri.org.au

6. Key Responsibility Areas

6.1 Consumer Services

- Provide assessment, case planning, support and advocacy for children including referrals for *Bright Futures* group, mainstream and specialist services.
- Engage with children's parents/caregivers and keep them informed about their child's involvement with the service.
- In consultation with the team and children, undertake assessment tasks and the development and monitoring of enhanced case plans.
- Manage and maintain case load, case files and case notes.
- Be involved as a co-facilitator in the group work program as needed.
- Actively participate in team case meetings.
- Work in conjunction with children, their families and referring agencies (co-case managers) to assist the achievement of case plan goals.

6.2 Community Liaison and Networking

- Actively and positively promote Merri Outreach Support Service and Bright Futures amongst the homelessness and family violence service system in the North and West Metropolitan Region of Melbourne.
- Participate in local networks and develop partnerships with local homelessness and family violence services.
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet consumers' needs.
- Follow established protocols between Merri Outreach Support Service, Bright Futures and partner agencies.
- Provide assistance and appropriate information about relevant services for consumers.
- Provide information and assistance to professionals about referral pathways into Bright Futures.

9.3 Policy, Planning and Community Development

- Through direct service provision, identify areas of common need or themes affecting children experiencing homelessness and possible responses within the region.
- Maximise opportunities to enhance the understanding (capacity building) of mainstream and specialist services about the needs of children who experience homelessness and/or family violence. Identify practices which will facilitate improved access and appropriate service response for the target group, ideally without the need for referral to Bright Futures.
- Assist in regular reviews of service operation and ongoing development, including participation in planning days.
- Undertake implementation of improvements/changes in program operations as directed by management.
- Maintain a broad understanding of government policies which have a direct impact on children and families experiencing, or at risk of experiencing homelessness and/or family violence.

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- Contribute to the development of responses to government policy, and systemic issues which may affect children and their families as directed by management.
- Participate in forums which contribute to the broader development of policies/practices relevant to children experiencing homelessness and/or family violence.
- Participate in Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to agency development including participation in working groups and internal committees.

6.4 Reporting and Administration

- Maintain timely service and consumer records, including case files using the Specialist Homelessness Information Platform (SHIP) electronic database.
- Maintain filing systems as required for effective function of the program.
- Prepare evaluation reports as required.
- Assist management in the preparation of reports as directed.
- Submit for approval by the Team Leader all formal outgoing correspondence.
- Adhere to Agency financial recording practices.

6.4 Accountability

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Undertake work practice which meets Department of Health and Human Services Standards and the Agency's accreditation requirements.
- Practise in accordance with Child Safe Standards.
- Be responsible to the Bright Futures Team, Team Leader, Operations Managers, CEO and Board of Directors.
- Work in partnership with the Regional Children's Resource Program based at MOSS.
- Actively participate in team meetings.
- Attend monthly Agency (staff) Meetings.
- Actively participate in scheduled supervision with the Team Leader.
- Submit timesheets and leave application forms within required timeframes.