

# POSITION DESCRIPTION



**Position:** Case Manager

**Position Classification Level:** Community Service Worker Classification Level 5 (as per Northside’s Enterprise Agreement)

## NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

**Vision:** A community where everyone matters and has the opportunity to fulfil their potential.

**Mission:** Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.

<b>Values:</b>	Courage	Integrity	Choice	Innovation	Collaboration
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## POSITION OBJECTIVE

The Case Manager role will work within a multi-disciplinary team across Northside’s program areas, providing active case management, client engagement, outreach support, facilitation of group programs, coordination of services and organisational referrals. The role will work with individuals (including children, elderly clients, and young people) and their families.

The role will also work in close partnership with other program areas at Northside with the aim of ensuring all individuals accessing programs have a seamless, respectful and positive experience from initial enquiry through to commencement of services, monitoring of delivery, and feedback.

## KEY RESPONSIBILITIES AND DUTIES

- Deliver coordination of services and individualised support across Northside’s case management programs in partnership with the client.
- Ensure clients have all the information they need to make informed decisions about receiving support from Northside.
- Provide advocacy for clients and families to supportive positive outcomes across the domains of education, welfare, mental and physical health, legal/ criminal, housing and other issues as required.
- Actively develop service partnerships with relevant agencies and effectively link clients to the broader service system where possible.
- Meet contract hours and/or Key Performance Indication (KPI) for clients’ hours or numbers, report on program issues, service outputs, and areas for development on a regular basis, and contribute to the preparation of reports for the Leadership Team.
- Ensure all client files are updated and adhere to relevant policy and legislation, including maintenance of Client Management System client data and information.
- Uphold Northside’s Commitment to Child Safety and the National Principles for Child Safe Organisations.
- Participate in and contribute to, when required, compliance and quality audits and reviews.
- Develop sound working relationships across all levels of the organisation.
- Undertake other relevant duties as directed, consistent with the employee’s skill, competence and training.

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- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

## **ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE**

1. Demonstrated experience in all aspects of complex/competing case management caseload for children and young people, older citizens, and other members of the community who have experienced/area experiencing trauma and/or disadvantage.
2. Demonstrated understanding of trauma-informed practice and the delivery of trauma-informed programs.
3. Demonstrated knowledge of the National Quality Framework for Early Childhood Education and Care, and the Child Care Subsidy system (particularly the Additional Child Care Subsidy).
4. Demonstrated ability to establish partnerships and collaborative approaches with other agencies to benefit and/or enhance an individual's service experience and outcomes.
5. Highly developed analytical skills and the ability to apply these skills in case management.
6. Excellent interpersonal, facilitation, presentation, communication and consultation skills enabling successful negotiation, conflict resolution, liaison and marketing which includes the ability to credibly represent Northside Community Service.
7. Ability to prepare complex assessment reports and intervention skills.
8. High level written communication skills and computer literacy, ability to prepare reports, record keeping, and correspondence to a high standard for a range of audiences.
9. Demonstrated ability to coordinate tasks and manage time and competing priorities.

## **QUALIFICATIONS AND/OR TRAINING**

- Bachelor degree (or equivalent) in Early Childhood Teaching/Education, with relevant experience (at least 2 years) as an Early Childhood Centre Director strongly desired.
- Full driver's licence.
- Full time access to a comprehensively insured car.

## **PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT**

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- The position requires use of personal vehicle to deliver Northside services.
- Driving for up to 30 minutes at a time to clients' or partnership organisations' locations.
- Able to work some evenings, weekends & public holidays.

## **GENERAL EMPLOYMENT INFORMATION**

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

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- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

## SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			