

**WYDAC**

Warlpiri Youth Development Aboriginal Corporation

Yuendumu LPO, NT 0872

ph. 08 89564188

fax: 08 89564081

email: admin@wydac.org.au

www.wydac.org.au

**POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	IFSS -Case Manager	<b>DATE:</b>	8 <sup>th</sup> August 2017
<b>LEVEL:</b>	Case Manager  Social, Community, Home Care and Disability Services Industry Award 2010	<b>SALARY:</b>	Award rate with relevant penalties
<b>REPORTS TO:</b>	IFSS/WWK Coordinator WYDAC Board & Management Team	<b>DEPT:</b>	Client Services
<b>APPROVED BY:</b>	WYDAC Board	<b>SUPERVISES :</b>	IFSS mentor/support workers

**PART A: ABOUT WYDAC****Background**

Warlpiri Youth Development Aboriginal Corporation (WYDAC) was started by Yuendumu Community in 1993 to address chronic petrol sniffing in Yuendumu. WYDAC achieved unprecedented community success in this initial struggle, which led to considerable growth in the scope of the services provided. WYDAC now provides a comprehensive range of programs that deliver diversion, development, treatment, and leadership services throughout the Warlpiri region.

WYDAC was created by, and for, Warlpiri people, and is governed by a Warlpiri Committee. WYDAC head office is located in Yuendumu Community, and WYDAC has permanent staffing and operations at five different Warlpiri sites – Yuendumu, Willowra, Nyirrpi, Lajamanu remote communities and Mt Theo Outstation. The notable, and sustainable, success of the program has been firmly based on the support and strength of local Warlpiri youth and their communities, as well as the ongoing commitment of staff.

The program aims to promote positive and meaningful pathways for all young Warlpiri people and, in turn, their families and communities. This is done through an extensive range of complementary, community-based programs, which are summarised briefly below

1. *Youth Development & Leadership Programs*
  - a. Yuendumu Jaru Pirrjirdi including Yuendumu Pool
  - b. Willowra
  - c. Nyirrpi
  - d. Lajamanu
2. *Client Services*
  - a. Mt Theo Outstation – Diversionary Centre
  - b. Warra Warra Kanyi Counseling
  - c. Intensive Family Support Service
3. *Program Infrastructure Support*
  - a. Mechanical Training Workshop
  - b. Infrastructure Support and Training
4. *Management & Administration*



## **2. Vision**

We believe that health does not just mean the physical wellbeing of the individual but refers to the social, emotional, cultural and spiritual wellbeing of the community. We strive to support young Warlpiri people from all over the region to achieve their full potential as human beings, to build strong futures for themselves, their families and their communities such as;

### **Guiding principles**

Warlpiri patu kurlangu	Warlpiri Leadership & Ownership
Kurdu-kurdu jungarni yaninjaku	Positive and meaningful pathways for young people
Mardarni-njaku kurdu-kurdu jintangka	Support for Warlpiri youth to deal with hard times
Nguru-ngka taarnga-juku warrki-jarrinjaku manu nyiya-kanti-kanti mampu-ngku mardarni-njaku	Sustainable resources and infrastructure on country
Jinta-ngka karlipa warrki-jarrimi manu kalipa nyanu purda-nyanyi	Unique and responsible working relationships
Yapa manu kardiya jinta-marri-marri-warrki jarrimi	Yapa and kardiya working together

## ***PART B: POSITION SPECIFICATION***

### **1. Purpose of the position**

- The primary purpose of our corporation is to develop strong young community leaders. The corporation aims to:
- Provide youth diversionary activities
- Provide rehabilitation for young people suffering from substance misuse Provide education, counselling and care for young people at risk
- Provide young people with positive alternatives to prison or juvenile detention
- Provide training and jobs so young people can stay in the community
- Provide positive life pathways into jobs and leadership through training development activities
- Share knowledge and skills with other Aboriginal nations
- Operate and maintain a Gift Fund to be known as "The Warlpiri Youth Development Aboriginal Corporation Gift Fund" in accordance with the requirements of the Australian Taxation Office".

## **2. Program Logic:**

In the Warlpiri language, WARRA-WARRA KANYI translates to mean 'caring for people'. It describes the kind of care that is appropriate for young Warlpiri adults; that is, watching over them quietly, 'worrying' for them, supporting them, and being there to help them when they encounter difficulty. It describes the kind of respectful, supportive care young people give each other through the mentoring process, as well as the approach taken by community elders, family members and staff members within this project.

Warra Warra Kanyi has been developed and embedded into WYDAC services and in Yuendumu over the past 15 years. The model that is utilized is one that recognizes the importance of both Yapa and Kardiya expertise in order to care for young people and their families in the most effective, professional and ethical fashion.

Warra Warra Kanyi is a counseling and case management service, that operates within a trauma informed, community development framework. There is also a crisis response element to this service. This program services young people and their families who are aged 16+, however there is limited flexibility to provide service outside this age group.

The WWK staff, and most especially the WWK mentors, are continually liaising with and participating in the community. This greater connectivity in communication allows for more appropriate and immediate counseling, mentoring and crisis responses which in turn ensures progressively; greater levels of prediction, prevention, containment or care.

The Intensive family support service (IFSS) grew from this model to provide service to families who have at least one child in the 0-12 age group. The program is in place to support families, strengthen relationships, improve wellbeing of children and young people and increase participation of young families in community life.

The aim of the program is to reduce child neglect and improve child wellbeing by providing intensive case management thereby increasing parent and carer capacity and increasing skills and resilience in children and young people.

Case management practice should be trauma informed, strengths based with a strong understanding of parenting programs/strategies, utilizing evidence informed models of care and/or interventions.

The IFSS program is in its infancy and as such this position description will be reviewed regularly.

## **3. Reporting and significant relationships**

The IFSS Case Manager reports to the IFSS/WWK Team Leader, the Client Services Manager, the Management team and the WYDAC Board.

IFSS mentors and support workers report to IFSS/WWK Coordinator, supported by Client Service Manager and Management team

Other key relationships within WYDAC that the IFSS Case manager needs to actively foster and develop in order to be functioning effectively are:

- Cultural advisors
- Outstation Coordinator
- Youth development Team Leaders

Key external relationships:

- Territory Families
- NT Police
- Safe house/ women's centre



- Local school
- Local childcare
- Local clinic

## **Duties and responsibilities**

### **Primary Duties**

The following areas are critical to the role and constitute the primary duties required to be successful in fulfilling the duties associated with this position.

#### **1. Counseling and case management**

- 1.1. Ensure that case management/counseling/social work practice is culturally appropriate to the Warlpiri context and in line with the strategic direction of the Board and WYDAC values
- 1.2. Ensure that first contact with new referrals is completed within 24 hours of receiving referral.
- 1.3. Ensure that service delivery and case management clients/families are within the scope of the program guidelines and eligibility criteria
- 1.4. Ensure that exit from the service is assessed and documented appropriately
- 1.5. Ensure that case management plans are developed and reviewed in close collaboration with IFSS coordinator
- 1.6. Ensure that risk assessments are completed in a timely and effective manner
- 1.7. Ensure that crisis or critical events are responded to appropriately and in line with any relevant legislation and internal WYDAC policy
- 1.8. Ensure that high levels of communication are maintained within the Client services team and with the Youth Development team and/or Management as required.

#### **2. Education and resource development**

- 2.1. Where possible, ensure that collaborative educational delivery around pertinent issues as determined by client presentation/presenting issues is undertaken. This delivery can be through other WYDAC programs including Warra Warra Kanyi (counseling and case management), Jaru Pirjirdi (youth program), Jintangku Mardininjaku (Community development) and/or Pina pina jarrinjaku (learning centre).
- 2.2. Identification and assistance to develop relevant resources

#### **3. Mentors**

- 3.1. Ensure that mentors are being well supported, developed and engaged with the program.
- 3.2. Ensure that information from Mentors is documented in file notes. Depending on the mentor, this could mean getting verbal reports from mentor and transferring into data base.
- 3.3. Liaise with youth development team and IFSS coordinator to be identifying up and coming mentors
- 3.4. Closely collaborate with WWK coordinator to support individual mentors and their learning needs
- 3.5. Build strong relationships with all camps in Yuendumu so as to promote mentor participation across the community.

#### **4. Admin/QC**

- 4.1. Ensure that the client database is kept up to date, case notes to be entered within 48 hours of client contact.
- 4.2. Provision of internal reports as required to WWK coordinator and/or management
- 4.3. Ensure that QC tasks are managed and completed in allocated timeframe and facilitate ongoing adherence to quality management principles across WYDAC
- 4.4. Ensure that all infrastructure provided to do the role is well tended to (lap top, phone etc)
- 4.5. Oversee, manage and care for all IFSS assets and infrastructure
- 4.6. Attend monthly team meetings
- 4.7. Attend fortnightly operations meetings with WWK coordinator
- 4.8. Engage with external supervision for clinical practice



**WYDAC**

Warlpiri Youth Development Aboriginal Corporation

Yuendumu LPO, NT 0872

ph. 08 89564188

fax: 08 89564081

email: [admin@wydac.org.au](mailto:admin@wydac.org.au)

[www.wydac.org.au](http://www.wydac.org.au)

- 
- 4.9. Attend external meetings as directed by Management and WWK Coordinator
  - 4.10. Ensure that any public representation of WYDAC is done so in a professional manner, in line with WYDAC values and policies.
  - 4.11. Ensure that social work/counseling/case management practice is operating within National and NT legislation, particularly as it relates to mandatory reporting requirements

**5. External relationships**

- 5.1. Develop and maintain a professional and effective working relationship with the following (not exclusive) external bodies:

- Yuendumu Police
- Territory Families
- Yuendumu safe house team
- Families as First Carers team
- Remote mental health team
- Yuendumu clinic

**WYDAC**

Warlpiri Youth Development Aboriginal Corporation

Yuendumu LPO, NT 0872  
ph. 08 89564188  
fax: 08 89564081  
email: admin@wydac.org.au  
www.wydac.org.au

**PART C: PERSON SPECIFICATIONS****Qualifications and knowledge****Essential Criteria**

- Tertiary qualifications in Psychology, Social Work or any other relevant discipline.
- Demonstrated understandings of working within cross cultural settings and an awareness of capacity building principles delivered in a remote Indigenous context.
- Experience with coordination of a multi-disciplinary team, or similar experiences, and work within an Indigenous context.
- Demonstrated experience in community based case management and maintenance of client notes and records.
- Excellent communication and negotiation skills in a cross-cultural setting, where English is a second language.
- Demonstrated capacity to work autonomously, objective decision making plus an ability to foster effective relationships with related internal and external agencies

**DESIRABLE CRITERIA**

- An ability to communicate effectively and sensitively with Warlpiri people and respond with respect to Aboriginal Leadership and management committee
- A knowledge and understanding of Aboriginal culture as well as a range of contemporary issues affecting remote Indigenous people
- Accredited Membership of relevant professional body.

**1. STANDARDS OF PRACTICE**

- Maintain high professional standards of practice.
- Participate in ongoing training and professional development of self and others, dictated by funding availability.

**2. ADDITIONAL FACTORS**

- Possession of a current 'C' Class Open Driver's License.
- Applicants will be required to obtain a criminal history check and Working with Children clearance – Ochre Card prior to commencing work

**Endorsement**

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature (CEO) \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_