

Position title	Case Manager - Youth Accommodation Support Service	Reference	KYASS
Award & Classification	SCHADS Award Level 3 -4	Tenure	Refer to Letter of Engagement
Hours	Refer to Letter of Engagement	Reporting to	Program Manager Intensive Youth Support & Youth Accommodation Support Services
Location	Katherine	Program	KYASS
Section	Katherine	Cost Centre	3170
Approved	Executive Manager, Community care & Access	Date	2 September 2016
Comment	The Case Manager - Youth Accommodation Support Service will be based at the Katherine NT Regional Office site. This position is required to participate in the shared 24/7 On Call roster.		

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

As Case Manager – Youth Accommodation Support Service you will provide culturally appropriate support and case management assistance to young people aged 15 – 19 years who are homeless or at risk of homelessness. Using a strengths based framework provide accommodation, information, referrals, advocacy and group work which meet client needs, builds capacity of the target group and regional service system and raises community awareness about the nature, extent and appropriate responses to youth homelessness.

The Case Manager Youth Accommodation Support Service will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's speciality area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a Certificate 4 in Youth Work or Community Services and / or a minimum of one of years experience in Youth Work and/or Community Services working with families and young people. If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome

4. First Aid Certificate or willingness to obtain within 3 months
5. Northern Territory Drivers Licence

KEY SELECTION CRITERIA

1. Knowledge of the child protection system and local youth, family & homelessness service system
2. Experience in the application of youth work practice frameworks, youth focused family friendly approaches and community capacity building strategies
3. Ability to promote services and raise awareness of issues impacting on the target group of vulnerable young people and create innovative responses to address needs
4. Ability to develop resources and deliver information sessions to individuals and groups
5. Demonstrate resilience, strong work ethic, excellent time management skills and be available to participate in a 24/7 on call roster
6. High level of discretion and sound judgment with confidential information.
7. Ability to write reports and maintain comprehensive client related documentation.
8. Demonstrated willingness to participate in supervision, reflect on practices, review performance and adhere to work plans and reasonable workplace directives
9. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
10. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. Accountability: Youth Focused Case Management & Group Work

How Case Manager - Youth Accommodation Support Service will provide effective youth focused case management & group work programs

Responsibilities:

- Provide professional youth focused family friendly case management services and practical assistance to the target group in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Provide effective culturally appropriate solution focused assistance in line with agreed case work plans and group work programs
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Contribute to a service culture of youth participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.
- Provide targeted stage/age appropriate group work which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities

2. Accountability: Stakeholder Engagement & Networking

How Case Manager - Youth Accommodation Support Service work collaboratively with stakeholders

Responsibilities:

- Maintain networks of relevant government and non-government organisations and relevant private providers in order to leverage support for the target group.
- Ensure engagement with stakeholders to develop and work together on community projects of common concern
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing young people

3. Accountability: Quality Service Delivery

How Case Manager - Youth Accommodation Support Service provide quality services

Responsibilities:

- Contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and the integration of action research processes and client feedback.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.
- Ensure accommodation facilities and grounds are well maintained with good amenity, homelike and youth friendly, while being functional and meeting WHS requirements.
- Maintain comprehensive client documentation, ensuring data is entered correctly into the Special Homelessness Information Platform (SHIP), and client file records are up to date, in good order and filed correctly.
- Contribute to allocated programs and service improvement projects in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and the integration of action research processes and client feedback.
- Ensure administrative, finance, HR, risk management and asset management procedures are adhered to.

4. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.

- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time
- This position requires frequent driving in the region.
- This is an active role requiring overall good health and involves interacting with energetic young people.
- This role requires some flexibility of hours and participation in the regional shared 24/7 On Call roster.

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).