

Position title	Intensive Youth Support Service Case Manager	Reference	IYSS-CM-ASP
Award & Classification	Award: SCHADS Level: 5	Reporting to	Program Manager IYSS
Location	Alice Springs	Cost Centre	
Section	Youth Program Stream	Program	Intensive Youth Support Service
Approved	Executive Manager Terry Cleary	Date	23 April 2018

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

You will provide culturally appropriate trauma informed intensive case management and practical support for vulnerable young people aged 10 – 17 years referred to the service from the Department of Children & Families (DCF) who have previously experienced abuse/neglect or trauma and who are engaging in behaviours that place them at significant risk of further emotional or physical harm. You will work directly with clients to develop and implement an Individual Support Plan, which builds on support networks, strengthens connections to family and community, encourages positive decision making and ability to self-manage and promotes safety and wellbeing.

The Intensive Youth Support Service Case Manager 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 specialty area.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position specific requirements

1. The minimum qualification required is a Tertiary qualification in Human Services/Social Science related fields] and / or four of years experience in Youth Work, Residential Care, Community Services case management]. If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Knowledge of the child protection system and local youth, family & homelessness service system
3. Substantial experience in the application of youth work practice frameworks, youth focused family friendly approaches and community capacity building strategies
4. Experience in assertive outreach strategies and ability to effectively engage with young people with challenging and/or trauma related behaviours associated with child abuse, neglect and/or family breakdown

5. Prior experience in casework and/or providing support to individuals combined with the ability to develop resources and deliver information sessions to individuals and groups
6. Ability to maintain personal and professional boundaries and guide staff in complex client related decision making
7. Strong work ethic, good time management and demonstrated resilience and prior experience responding to stressful situations and/or critical client related incidents
8. Ability to work independently and operate as an effective team member
9. Demonstrated willingness to participate in supervision, reflect on practices, review performance and adhere to work plans and reasonable workplace directives

General Requirements

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. 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.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain if required).

Key Accountabilities and Responsibilities

1. Provide Effective Trauma Informed Youth Focused Case Management & Group Work

How IYSS provide effective Trauma Informed 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.
- Ensure client interventions and case management services are culturally safe, strengths based and solution focused and trauma informed with a focus on engagement, respectful relationships and practical outcomes in line with agreed case work plans and group work programs
- With a strong focus on prevention; undertake safety audits and implement risk mitigation strategies to address the potential for family violence, self-harm, suicide, aggression and/or child safety concerns.
- 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. Stakeholder Engagement & Networking

How IYSS work collaboratively with stakeholders

- 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. Quality Service Delivery

- Contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and the integration of action research processes and client feedback
- Maintain comprehensive client documentation, ensuring data is entered correctly into the database, and client file records are up to date, in good order and filed correctly.
- Contribute to allocated programs, service improvement projects, evaluations and service audits and improvements 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
- 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 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 delegations, policies and procedures and general conditions of employment.
- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client / customer related behavioural risks and contribute to a safe working environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain 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 directed from time to time within skill set, knowledge and scope of practice.

Delegation of Authority

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