

Position Description

Position Details			
Position title	Case Manager – Recovery Support	Position number	PD638a
Group	Recovery, Rebuilding & Resilience	Previous position numbers	N/A
Section	Health & Wellbeing	Reports to	Manager, Health & Wellbeing
Area		Evaluated / approved by	C Horsburgh
Team		Version number	February 2021
Position level code	Line Staff (Level 6)		
Position statement	Provide individual case management to assist people affected by the 2020 Bega Valley Bushfires to recover and build resilience.		
Position Specific Tasks and Activities			
Key area	Duties and responsibilities	Standards for achievement	
Case management	<ul style="list-style-type: none">Accept self-referrals and referrals from external agencies to support people affected by the bushfires.Provide immediate and ongoing support to people who have been highly traumatised by the bushfires.Develop case management plans to support the complex and diverse needs of individuals in areas such as wellbeing, rebuilding, practical assistance and community connections.Coordinate the support of clients who are referred to other agencies and departments.Work collaboratively with mental health practitioners to provide wrap around services to clients.Undertake spontaneous risk assessments in delivering the Case Management Service.Make independent decisions and develop action plan.Conduct joint home visits with mental health services and support people’s mental health during wait periods for therapeutic intervention.	<ul style="list-style-type: none">Clients are accepted and triaged in accordance with need.Evidence of providing trauma informed responses.Complex Case management plans are developed and met.Client’s rights and confidentiality are maintained at all times.Appropriate actions and responses to unplanned/unknown situations.Council’s Risk Management Framework is applied and adhered to at all times.Council’s WHS policy and procedures are implemented and adhered to at all times.	
Partnerships	<ul style="list-style-type: none">Promote the case management service to external service partners to encourage referrals.Work in partnership with a variety of agencies, departments and support services to maximise client outcomes.Maintain a close knowledge of the functions and capacities of other departments and agencies.Attend interagency meetings and client conferences as required.	<ul style="list-style-type: none">Referrals are received from agencies and department for clients with complex needs.Ongoing communication occurs with partner agencies who are supporting shared clients.Information sharing occurs in accordance with privacy and confidentiality guidelines.	
Community Information	<ul style="list-style-type: none">Promote the case management service to organisations, clubs and groups in the Shire to encourage referrals.	<ul style="list-style-type: none">Promotional activities regularly conducted.Short term information, referrals and case support is provided to individuals with less complex needs.	

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	<ul style="list-style-type: none"> • Assist individuals with short-term support needs by providing information about service options, wellbeing and support strategies. • Maintain awareness of the changing needs of residents during the recovery process and develop mechanisms to respond to these needs when clients present with new needs. 	<ul style="list-style-type: none"> • Trends in the disaster recovery process are observed and addressed in client service delivery.
Administration	<ul style="list-style-type: none"> • Maintain accurate client records including case notes and assist with collection of statistical data. • Prepare correspondence, reports and letters of support as relevant to client and program needs. • Develop and maintain up-to-date knowledge of relevant services and support programs that are available to assist bushfire affected people and communities. • Assist the Manager with other recovery and resilience activities as appropriate. 	<ul style="list-style-type: none"> • Client records are accurate and completed within the required timeframes. • Statistics and other data are recorded in line with procedures and funding agreements. • Council's Access to Information procedures are implemented and adhered to at all times.

General Position Requirements

Key area	Expected Behaviours
Leadership and management	<ul style="list-style-type: none"> You use influencing skills to achieve job and project outcomes where you do not have direct accountability for people or resources.
Risk management, Work Health and Safety	<ul style="list-style-type: none"> You work according to the BVSC procedures and principles for risk management (including WHS) appropriate to your position, as prescribed in our organisational procedures and according to legislative and regulatory requirements.
Equal employment opportunity	<ul style="list-style-type: none"> You work according to the BVSC procedures and principles of a positive and inclusive workplace environment, as prescribed in our organisational procedures and according to legislative and regulatory requirements.
Financial management	<ul style="list-style-type: none"> When required to purchase and procure supplies you use the correct organisational processes and procedures.

Our Values Commitment: PLaCE

We are committed to and believe

People matter Learning is important And we Can do Engaging the whole organisation	We care for our people and each other We learn and innovate We have a can do approach and focus on solutions and outcomes We engage and communicate clearly and consistently
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Behavioural Competencies

Value Description	Expected Behaviours
People matter	<ul style="list-style-type: none"> You conduct yourself in the workplace according to our PLaCE values. You show respect for all employees, acknowledging the importance of diversity in the workplace. You work safely and support your colleagues to also work safely. You work well with people who have different ideas, perspectives and backgrounds.
Learning is important	<ul style="list-style-type: none"> You attend all mandatory training and learning events. You seek to learn from your colleagues including looking for mentoring opportunities. You review your own performance and ask for feedback to learn and improve. You look for and suggest better ways of doing things in the workplace. You actively participate in team meetings.
Can do	<ul style="list-style-type: none"> You take pride in your own work and that of your team members. You understand who your stakeholders are and why they matter. You are willing to go the extra mile for stakeholders and act upon their feedback.
Engaging the whole organisation is important	<ul style="list-style-type: none"> You understand our organisation's goals and how your job fits into the wider Council picture. You always speak in positive terms when referring to your area, other teams and our organisation. (Your behaviour remains 'above the line'.)

Knowledge, Skills and Qualifications

Selection criteria – skills and experience

- Work in a manner consistent with BVSC organisational values and associated behaviours.
- Demonstrated knowledge of current issues facing the Bega Valley Shire in the event of significant events such as bushfires, floods.
- Recent relevant work experience in case management (3 years indicative), and a sensitive and empathetic approach to working with clients.
- Demonstrated ability to learn new information quickly, adapt to change, and work in a flexible and proactive manner
- Demonstrated ability to work independently and autonomously
- Excellent skills in building relationships with stakeholders including community members and service partners
- Additional skills, knowledge and qualifications that may be applicable to this position, such as previous experience in disaster recovery, counselling, or local case management work

Selection criteria – qualifications and licences

- Minimum Diploma qualification in Social Sciences or related field
- Current NSW Class C Drivers Licence

Conditions of Employment

Status	Fixed term contract full time		Hours per week	35
Award classification	Band: 3	Level: 1	Award	Local Government (State) Award 2020
BVSC grade	10			
Pattern of work	Variable			
Special requirements	<input checked="" type="checkbox"/> Weekend Work <input checked="" type="checkbox"/> Evening Work <input type="checkbox"/> Public Holiday Work <input type="checkbox"/> Participation in on call roster <input checked="" type="checkbox"/> Other: This position is based in Bega but will require travel across the Shire.			

Delegations

Staff	Number of direct report positions: 0	Staff span of control: 0
Budgetary	\$0	
Purchasing	Purchase Card Entitlement <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Purchase card limit: \$2000
Statutory	As per BVSC Register of Delegations	
Security	Access to Bega office during working hours	

Benefits

Motor vehicle	Work Related Vehicle (commuter use)		
Information technology	<input checked="" type="checkbox"/> Workstation PC <input checked="" type="checkbox"/> Laptop <input type="checkbox"/> Tablet <input type="checkbox"/> Palm Pilot <input type="checkbox"/> Camera <input type="checkbox"/> Other: Click here to enter text.		
Telecommunications	<input checked="" type="checkbox"/> Desk Phone <input checked="" type="checkbox"/> Mobile Phone <input checked="" type="checkbox"/> Wi-Fi Dongle <input type="checkbox"/> Other: Click here to enter text.		
Workwear	<input type="checkbox"/> Corporate uniform <input type="checkbox"/> Outdoor uniform <input checked="" type="checkbox"/> Not applicable <input type="checkbox"/> Personal Protective Equipment: Enter details such as safety boots, shoes, sunglasses, etc.		

Model Job Demands Checklist

Please print clearly with a black pen and complete all sections as required.

Job title: Case manager – Recovery Support

PD Number(s) PD630, PD630[a], PD635, PD636, PD637, PD638

Completed by Name: Mark Irvin

Date: 24/01/2020

Administration

Notes

Computer Use (including hand held tablet)
generic screen based

Yes

Sitting at desk

Yes

Standing for long periods
if yes, please indicate length in hours

Minimal
Likelihood

Manual Handling

Notes

Light lifting/Carrying (0-9kg)

Yes

Moderate Lifting/Carrying (10-15kg)

Minimal
Likelihood

Heavy Lifting/Carrying (16kg and above)

No

Note- If yes manager/coordinator to liaise with WHS Officer

Climbing

No

Bending

No

Kneeling/Squatting

No

Reaching

No

Sequential/Repetitive movements in short
period of time
*is the ability to carry out a repetitive action doing
the same thing over and over again*

Yes

Incumbent will be required to undertake administrative
duties using a PC i.e. typing and use of a mouse

Manual dexterity/manipulation
*is the ability to make coordinated hand and finger
movements to grasp and manipulate objects. It can
include muscular, skeletal and neurological
functions to produce small, precise movements*

No

Work Environment		Notes
Works in isolation from other staff <i>remote supervision</i>	Yes	
Walking <i>including distance eg job sites</i>	No	
Walking/running up and down steep slopes	No	
Walking whilst pushing/pulling object	No	
Works outdoors <i>majority of work is outdoors</i>	No	<i>Note-if yes a functional assessment may form part of the pre employment medical</i>
Works in a customer service environment	Yes	
Confined spaces <i>if yes this must also form part of position description</i>	No	
Requirement to wear personal protective equipment (ppe)	No	
Working at heights <i>if yes this must also form part of position description</i>	No	
Task Involving		Notes
Exposure to chemicals <i>fuels, chlorine, insecticides</i>	No	
Exposure to biological hazards <i>animal products, live animals, biohazard</i>	No	
Exposure to excessive noise <i>work related exposure level of 85 decibels over an eight-hour period or peak noise levels of greater than 140 decibels at any time during the day</i>	No	<i>Note-if yes a baseline hearing test may form part of the pre employment medical</i>
Exposure to airborne odours and particles <i>means a contaminant in the form of a fume, mist, gas, vapour or dust</i>	No	<i>Note-if yes a baseline spirometry test may form part of the pre employment medical. There is an exposure standard in the Safe Work Australias "Workplace Exposure Standards for Airborne Contaminats"</i>

Exposure to sunlight <i>work related exposure to UV radiation for more than 20 mins at a time or two hours or more during the day between the hours 10am to 3 pm</i>	No	<i>Note-if yes a baseline skin screening test may form part of the pre employment medical</i>
Exposure to some infectious diseases	No	<i>Please see Immunisation Procedure (including matrix) for clarification</i>
Vehicle/Plant/Equipment		Notes
Vehicle Travel <i>travel to/from job site, this could include sitting for periods of time in a vehicle</i>	Yes	
Plant/Equipment and or vehicle operation	No	<i>Note- This could include sitting for periods of time in a vehicle and/or operating plant/equipment</i>
Cyclic Workload		Notes
Peaks and Troughs	No	
Frequent overtime	No	
Rostered shift work	No	
Psychological Demands		Notes
High turnover of work	No	
Tasks involving interacting with distressed people	Yes	

Privacy Disclaimer

Council acknowledges the implications when an individual discloses (or does not disclose) his or her medical record to a third party; therefore will only request such information for reasons relating Workplace Health and Safety. Additionally - Council will clearly articulate the specific reasons for any medical information required, enabling all relevant parties to make an informed decision regarding the release of confidential information. All records obtained by Council in association with this consent form will be managed according to the *Privacy and Personal Information Protection (PPIP) Act 1998*, the *Health Records and Information Privacy Act 2002*, as well as Council's Records Management Policy and Privacy Management Plan.