

Community

Information

Position Description

Promotional activities regularly conducted.

Short term information, referrals and case

support is provided to individuals with less

complex needs.

Position Details				
Position title	Case Manager – Recovery Support Position nur		mber	PD638a
Group	Recovery, Rebuilding & Resilience	Previous po	sition numbers	N/A
Section	Health & Wellbeing	Reports to		Manager, Health & Wellbeing
\rea		Evaluated /	approved by	C Horsburgh
eam	,	Version nun	mber	February 2021
Position level code	Line Staff (Level 6)			1
Position statement	Provide individual case management to assis build resilience.	t people aff	fected by the 2020	Bega Valley Bushfires to recover and
Position Specific T	asks and Activities			
Key area	Duties and responsibilities		Standards for a	chievement
Case management	 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. 		with need. Evidence of process of the complex Case and met. Client's right at all times. Appropriate unplanned/u Council's Rise and adhered Council's Whimplemented	providing trauma informed response or management plans are developed as and confidentiality are maintained actions and responses to unknown situations. k Management Framework is applied to at all times. dS policy and procedures are d and adhered to at all times.
Partnerships	 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. 		departmentOngoing con agencies whoInformation	e received from agencies and for clients with complex needs. Inmunication occurs with partner o are supporting shared clients. Sharing occurs in accordance with confidentiality guidelines.

Promote the case management service to

encourage referrals.

organisations, clubs and groups in the Shire to



Position Description

	 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. 	Trends in the disaster recovery process are observed and addressed in client service delivery.
Administration	 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. 	 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	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	 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	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	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	We care for our people and each other		
Learning is important	We learn and innovate		
And we			
Can do	We have a can do approach and focus on solutions and outcomes		
Engaging the whole organisation	We engage and communicate clearly and consistently		

Behavioural Compo	Behavioural Competencies		
Value Description	Expected Behaviours		
People matter	 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	 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	 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	 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

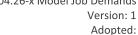
Selection criteria – qualifications and licences

- 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	oximes Weekend Work $oximes$ Evening Work $oximes$ Public Holiday Work $oximes$ Participation in on call roster			
requirements	☑ Other: This position is based in Bega but will require travel across the Shire.			
Delegations				

Delegations			
Staff	Number of direct report positions: 0 Staff span of control: 0		
Budgetary	\$0		
Purchasing	Purchase Card Entitlement ⊠ Yes ☐ 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	⊠ Workstation PC	Workstation PC ⊠ Laptop □ Tablet			
tecimology	☐ Palm Pilot	☐ Camera			
	☐ Other: Click here to enter text.				
Telecommunications	⊠ Desk Phone	esk Phone 🗵 Mobile Phone 🖾 Wi-Fi Dongle			
	☐ Other: Click here to enter text.				
Workwear	☐ Corporate uniform	☐ Outdoor uniform	⋈ Not applicable		
	☐ Personal Protective Equipment: Enter details such as safety boots, shoes, sunglasses, etc.				





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Model Job Demands Checklist

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

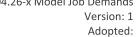
Job title: Case manager – Recovery Support

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

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	g (0-9kg)	Yes		
Moderate Lifting/Carrying (10-15kg)		Minimal Likelihood		
Heavy Lifting/Carrying (16kg and above)		No	Note- If yes manage	r/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		required to undertake administrative .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, skeletol and neurological functions to produce small, precise movements		No		

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Work Environment		Notes
Works in isolation from other staff remote supervision	Yes	
Walking including distance eg job sites	No	
Walking/running up and down steep slopes	No	
Walking whilst pushing/pulling object	No	
Works outdoors majority of work is outdoors	No	Note-if yes a functional assessment may form part of the pre employment medical
Works in a customer service environment	Yes	
Confined spaces if yes this must also form part of position description	No	
Requirement to wear personal protective equipment (ppe)	No	
Working at heights if yes this must also form part of position description	No	
Task Involving		Notes
Exposure to chemicals fuels, chlorine,insecticides	No	
Exposure to biological hazards animal products, live animals, biohazard	No	
Exposure to excessive noise 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	No	Note-if yes a baseline hearing test may form part of the pre employment medical
Exposure to airborne odours and particles means a contaminant in the form of a fume, mist, gas, vapour or dust	No	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"

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Exposure to sunlight 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	No	Note-if yes a baseline skin screening test may form part of the pre employment medical
Exposure to some infectious diseases	No	Please see Immunisation Procedure (including matrix) for clarification
Vehicle/Plant/Equipment		Notes
Vehicle Travel travel to/from job site, this could include sitting for periods of time in a vehicle	Yes	
Plant/Equipment and or vehicle operation	No	Note- This could include sitting for periods of time in a vehicle and/or operating plant/equipment
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 indivisual 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.

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