

Position Description

Case Manager

Department/Team: Community Services

Classification: Social and Community Services Level 3

Instrument: Lutheran Services (Qld) Enterprise Agreement

Location: Graceville Centre, Nambour

Reports to: Team Leader

Direct Reports: Nil

Effective Date of PD: March 2021

Primary Objective:

To support and empower clients who identify as living with a disability and/or mental illness to increase their independence, maintain their wellness and ultimately improve the quality of their life.

Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

- Clients and their families;
- Team Leaders;
- Support Workers;
- Coordinators;
- External service providers and stakeholders;
- Case Manager.

The position has no direct or indirect reports and is not responsible for any of the operating budget.

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Case Manager is a **Leader of Self**.

Leader of Self.

- Ensure that personalised client needs are met through effective application and appropriate escalation of client feedback;
- Proactively initiate problem-solving and identify areas for improvement to achieve successful outcomes;
- Build strong relationships with team members and clients to work effectively towards common values and goals;
- Actively engage in coaching and feedback to guide development and stay focused, resilient, and values-driven;

- Work in a simplified and efficient manner to meet service delivery expectations, client needs and organisational objective;
- Act in a consistent and proactive manner that identifies and utilises resources efficiently to deliver high-quality outcomes.

Role Specific Accountabilities:

- Provide case management, group work and community development interventions to individuals living with a disability and/or mental illness in keeping with the guidelines contained in the service agreement and plan;
- Utilise Evidence Based Practice in the development and implementation of client's individual support plans;
- Conduct regular planning reviews with service users and ensure that plans are monitored and progressed;
- Actively develop, in conjunction with the Team Leader, continuous quality improvement systems and participate in providing quality services and supports to individuals living with a disability and/or mental illness and their families;
- Maintain an environment that empowers service users and promotes positive behaviours, positive learning, skills development and independence;
- Provide the support for exercising initiative in the application of established Lutheran Services work procedures;
- Assist the coordinator and team leader in a range of functions and/or contribute to interpretation of matters for which there are no clearly established practices and procedures;
- Communicate effectively with relevant stakeholders;
- Complete, maintain and store documentation in a confidential manner;
- Complete other related duties to meet the ongoing needs of the organisation;
- Take overall responsibility for:
 - The personal care of the clients;
 - Training, coordinating and supervising other support workers;
 - Scheduling work programs;
 - Assisting in liaison and coordination with other services and programs.

Position Requirements:**Essential:**

- Experience working in a similar position;
- Must maintain a valid NDIS Worker Screening clearance;
- Must maintain a valid Police Check;
- Must maintain a valid Working with Children Check;
- Must hold a valid Queensland Driver's Licence.

Desirable:

- Possess tertiary qualifications in human service delivery and/or equivalent experience supporting individuals living with a disability and/or mental illness.