



Lutheran Community Care

POSITION DESCRIPTION

Job Title:	Case Manager	Service:	Bridges Reconnect
Department:	Community Services	Updated:	January 2017
Award:	Social Community Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 4		

Purpose of Position

To support young people (aged 12 – 18) who are recently homeless or at risk of homelessness to reengage with family, education or employment and community in the Logan and South Brisbane areas.

Operating Environment

This position is located in Woodridge at Keystone Services of Lutheran Community Care (LCC), a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland.

This position will involve travel within the Logan and South Brisbane area to liaise with clients and their families / carers.

Reporting Relationships

The Case Manager reports to the Bridges Reconnect Team Leader and has no direct or indirect reports.

Major Responsibilities

Within the policies established by LCC and working in collaboration with relevant managers and employees, the occupant of this position will:

- Assess the needs of and provide support to young people and their families / carers who are referred to the program;
- Undertake one-on-one counselling as well as therapy and mediation for clients and their families / carers;
- Provide sustainable and relevant interventions for clients and their families;
- Assist in the development and facilitation of individual and group programs for young people and their families/carers;
- Provide flexible service provision that is client-centred and using an outreach model;
- Participate in networks and forums to promote, enhance and develop linkages within the community;
- Work towards community capacity building;
- Contribute to service planning including the development of work plans, evaluation of services provided and subsequent reporting;
- Undertake participatory action research on an annual basis;
- Participate in supervision, both internal and external, on a regular basis;
- Maintain timely, appropriate case files as per LCC recording policies.



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Qualifications and Experience

Incumbent will possess tertiary qualifications and have equivalent experience in human service delivery as well as strong verbal and written communication skills. Basic Microsoft Office skills (specifically Outlook and Word) are essential.

This position requires a positive Working with Children (Blue Card) check as well as a Disability Services prescribed notice (Yellow Card) and current Australian Driver's License.

The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by LCC Chief Medical Officer.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organisation.
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