

## POSITION DESCRIPTION

Therapeutic Case Manager  
Intensive Therapeutic Care

<b>POSITION:</b>	Therapeutic Case Manager – Intensive Therapeutic Care
<b>AWARD/AGREEMENT:</b>	Social, Community, Home Care and Disability Services Industry Award NSW (SCHCADS)
<b>AWARD CLASSIFICATION:</b>	Grade 5
<b>REPORTING RELATIONSHIPS:</b>	Reporting directly to the Senior Operations Manager

The focus and purpose of this role is to provide excellent case management support to Children and Young People (CYP), families, significant others and relevant stakeholders within our Intensive Therapeutic Care Program. The child and young people you support may have a disability or have experienced complex trauma backgrounds, and as such have complex and/or challenging needs. The Therapeutic Case Manager will enable our children and young people to improve their quality of life, participation in the community, ensure that service delivery is person centred and is based on a therapeutic framework focussing on strengths-based intervention and support.

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### DUTIES AND RESPONSIBILITIES:

#### Case management:

The Therapeutic Case Manager is responsible for providing excellent case management service to the CYP we support within the OOHC Residential Program. This includes:

- Effectively managing a case load of CYP in accordance with relevant legislative and OOHC standards, funding requirements and practice guidelines in order to ensure positive outcomes for the CYP we support.
- Monitor and process all Case Management Transfers of the CYP we support from other agencies or Community Services ensuring LS meet all OOHC standards and requirements to be able to effectively case manage each CYP transferred.

#### Case Plan / Futures Planning Management

The Therapeutic Case Manager is responsible to undertake the development (with all relevant stakeholders including the CYP), implementation and review of comprehensive assessments, case plans or leaving care plans of the CYP we support which is reflective of the OOHC standards, relevant legislation and is within nominated time frames this includes:

- Engagement of all relevant stakeholders of the case plan / futures planning process.
- Convene and participate in case conferences and or other relevant meetings to ensure the needs of the CYP are being met and all stakeholders are working towards the case plan/futures planning process.

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- Writing detailed case plans /futures plans/exit and post support plans which represent the identified needs in all domains of care of the CYP. Ensuring all who participated in the case plans /futures plans/exit and post support plans processes are provided with relevant information to support their role with the CYP.
- Ensure that rational for decisions are recorded in the development/implementation of a case plan /futures plan/ exit and post support plans.
- Ensuring case plan /futures plan/ exit and post support plans and the work you complete is strength based, culturally appropriate, person centred, and trauma informed.
- Coordinate, delegate, guide and support the staff within the houses to develop, implement and review the goals in each CYP case plan/ case plan /futures plan/ exit and post support plans.
- Be creative in finding out of the box solutions to best support the CYP.
- Keep the CYP updated on the progress of case plan/leaving care plan. Including where needed modifying or developing child friendly versions of information or plans to assist the CYP understanding of the case plan/futures plan/exit and post support plans.
- Case note in detail all correspondence, communication, appointments, action, or work completed in the development, implementation or review of a case plan/futures plan/exit and post support plans.
- Complete regular reports and updates to all relevant stakeholders about the progress of the case plan/futures plan/exit and post support plans.

### Life Story Work:

The Therapeutic Case Manager is responsible for completing life story work with the CYP they support to help the CYP to develop a stronger sense of identify and self-esteem through learning about and assisting the CYP to accept their past. This includes:

- Completing research to complete an accurate chronological account of the CYP history, including how they came into OOHC, and their time in OOHC.
- Accurate records of the CYP family (birth parents, siblings, relatives and/or significant others), back ground, culture, religious heritage, ethnicity, language, country of origin etc.
- Collect, develop or maintain life story materials (for example Photos, birth certificate, drawing, letters, family tree / genogram, holidays, outing etc.) to help the CYP to understand why they came into care and to help the CYP to express feelings about this.
- To ensure staff are recording current life events to be captured as part of the CYP current Life story.
- To support a CYP during difficult conversations when completing Life story work. Encouraging the CYP to express and talk about their feelings when exploring happy, difficult, sad, uncomfortable or confronting memories.
- Identify additional supports that the CYP may require to support life story work including access counselling services etc.

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- Life story work is the personal work of the CYP and consent must be obtained from the CYP to share this information.
- Encourage and support positive birth family and significant other relationships including the coordination and when require attendance at birth family contact.

### **Disclosure of information:**

The Therapeutic Case Manager is responsible for ensuring the privacy, dignity and personal information of the CYP is only disclosed to the appropriate person/organisation upon assessment of risk, need and legislated requirements. This includes:

- Assessment of risk and need of information under section 149 of the *Children and Young Persons (Care and Protection) Act*.
- Immediately inform Operations Manager/Senior Operations Manager of disclosure of allegation.
- Case note in detail all communication or work completed in this process.

### **CYP Rights in Care**

The Therapeutic Case Manager is responsible for ensuring that all CYP are aware of and understand their rights. This includes:

- Providing the CYP with the charter of rights at a minimum annually
- Explaining and supporting the CYP to understand their rights and advocate for the CYP as needed.
- Case note in detail all communication or work completed in this process.

### **Referrals**

The Therapeutic Case Manager is responsible to assist in the review of all referrals for any long-term placement and short-term placements. This includes:

- Reviewing potential referrals for appropriateness of service including the completion of a matching process for the CYP being referred and the current CYP in placement.
- Accepting or declining referral in consultation with the Senior Operations Manager.
- Development and implementation of a transition plan for accepted CYP.
- Case note in detail all communication or work completed in this process.

### **Professional Relationships:**

The Therapeutic Case Manager is responsible to maintain and hold professional relationships with all stakeholders, including but not limited to CYP we support, fellow staff with in LS, external agencies and government departments, networks, interagency, birth family and significant others for a CYP.

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It is an expectation that relationships are to be respectful, maintain confidentiality and privacy, maintain appropriate boundaries, show dignity, respect people's rights, are supportive, provide a safe environment and provide consistency for the CYP we support.

### **Therapeutic and House Support:**

The Therapeutic Case Manager is responsible for working with the Therapeutic Specialist and the Therapeutic Support Managers to get the best possible outcomes for the CYP with in our service. This includes:

- Development of routines, programs, protocols, strategies to best support the staff and the CYP.
- Assist in the role modelling of positive and supportive interactions between staff and CYP.
- Assist in identifying with the house staff when therapeutic support is required, including advocating with the Therapeutic Specialist for the needs of the house.
- Assist in the development, review and implementation of approved Restricted Practices, including seeking approval for any restricted practices for the CYP and reported any unauthorised restricted practices to the Therapeutic Support Manager, Therapeutic Specialist and Senior Operations Manager.
- Attend and participate in Restricted Practice Panel for CYP you case manage.

### **General:**

The Therapeutic Case Manager is responsible for implementing the following and seeking additional information from supervisor if they are unclear about their responsibilities in relation to these items.

- Follow and implement/uphold LS values and mission statements, demonstrating a commitment to best practice and positive outcomes for the CYP we support.
- Follow and implement all of LS policies, procedures, guidelines, and protocols.
- Follow and implement LS Code of Conduct, ensuring that you are at all times representing yourself and the organisation in a professional and appropriate manner.
- Follow and implement the NSW Out of Home Care (OOHC) Standards.
- Follow all relevant legislation including but not limited to, Child and Young Persons (Care and Protection act), Privacy Act, Ombudsman Act, Child Protection Act (Working with Children). Ensuring the safety, wellbeing and protection of the CYP we support within our residential services, while implementing your responsibilities in relation to mandatory reporting.
- Follow all relevant legislation including but not limited to the Work Health and Safety Act ensuring all hazards and incidents are reported and acted upon as required. Dressing appropriately, ensuring you at all times wear enclosed shoes during working hours.
- Attend and contribute to team meetings, nominated interagency and/or networks.

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- Attend and contribute to regular supervision.
- Attend and contribute to regular training as identified by supervisor.
- Participate and complete in a professional manner required administration tasks as needed and required for the effective running/coordination of the residential house and its residents. Including but not limited to vehicle care, office tasks, diary and calendar use, communication book use, email, petty cash etc.
- Participate in and contribute to audits, continuous improvement, data collection and quality assurance processes as required.
- Complete all other tasks and duties as requested by Manager or delegate.

### **Selection Criteria**

#### **Essential Knowledge and Skills:**

- Relevant Therapeutic Case Management experience of CYP in OOHC who have a disability and/or with complex care needs due to trauma-based background.
  - Tertiary qualifications in social sciences, community services and or equivalent experience in delivery of service.
  - Knowledge and demonstrated experience to work within the relevant legislation, OOHC Standards, policies, and procedures.
  - Capacity to apply culturally appropriate case management practices with Aboriginal and culturally and linguistically diverse communities
  - Excellent oral and written communication and demonstrated administration skills and computer literacy
  - Ability to work collaboratively as a member of a multidisciplinary teams and in partnership with other services, and to receive feedback and guidance
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- Current drivers licence
  - Willingness to work out of business hours.
  - Working with Children Check.

#### **Desirable Knowledge and Skills:**

- Demonstrated experience of working with people from Aboriginal and Culturally Linguistic diverse communities.

### **Acknowledgement of Receipt of Position description:**

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I, \_\_\_\_\_ have read and understood the responsibilities of my employment as a Therapeutic Case Manager (Child and Family Services) as outlined in this position description and accept these conditions.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Return this page with your employment contract to:

People and Culture

Lifestyle Solutions

PO Box 81

Islington NSW 2296.