

Position Description

Title:	Case Manager/Counsellor
Position Number:	20116
Agreement Coverage:	RASA Enterprise Agreement 2019
Classification Level:	Grade 4
Team:	Post Care Support Services, Elm Place
Reports To:	Senior Case Manager/Counsellor
Primary Location:	Adelaide, Salisbury, Port Augusta, Mount Gambier or Berri

Primary Objective

The Case Manager/Counsellor responds to the needs of young people and adults who have lived in care (out-of-home-care) in South Australia for a period of six months or more. The Case Manager / Counsellor delivers case management, counselling and financial wellbeing support through referrals, information/ education, advocacy, and support within a collaborative case management framework. The position also works collaboratively with other Trauma Services such as Find & Connect and the Redress Support Services.

Position Responsibilities

- Lead restorative practice and trauma informed collaborative case management and counselling of client matters by using established frameworks to achieve client objectives.
- Provide a first response and client intake for clients calling RASA.
- Undertake universal holistic screening and risk assessment utilising the Detection of Overall Risk Screen (DOORS) tool.
- Use agreed case plan templates to develop, implement and monitor individual client objectives.
- Provide financial wellbeing support that promotes independent living skills through financial literacy education, practical budget management and referral for financial counselling as required.
- Provide assistance with record/family searching and reconnection as required.
- Use the Penelope system to prepare and maintain electronic files and create and maintain hard copy client files as required.
- In collaboration with Senior Case Manager/ Counsellor develop and facilitate group activities such as education and information sessions, social and therapeutic groups, relevant to the client group.
- Promote Post Care Support services to a diverse range of government and non-government organisations in relevant sectors.
- Contribute to the service improvement through attendance and participation in meetings, consultations and quarterly report.
- Contribute to the ongoing development of the Post Care Support Services website content.

- Provide direct client services in an accessible manner to Post Care Support Services clients through face-to-face, outreach, telehealth and by phone.
- Contribute to the planning and delivery of Post Care Support Services in conjunction with other team members.
- Contribute to efficient and accountable services and effective data reporting and evaluation of program quality.
- Contribute to the development of culturally relevant services at RASA and for bringing considerations of culture to case management practice.

Qualifications and Experience

Essential

- Bachelor's Degree (AQF Level 7) in Social Work or demonstrated knowledge and competencies appropriate to Social Work.
- Experience working with complex client matters.
- Experience in delivering trauma informed practice.

Desirable

- Experience working with clients who have experienced care/ Out-of-Home-Care.

Skills, Knowledge and Abilities

- Knowledge of:
 - childhood trauma and the various cultural contexts that impact on it.
 - the effects of child abuse and neglect.
 - financial wellbeing support that promotes practical skills for independent living.
- Ability to:
 - provide effective and responsive case management/counselling.
 - monitor and evaluate own work practices.
 - work and communicate effectively with a wide range of people from different cultural backgrounds and to respond sensitively and appropriately to people in a variety of situations.
 - write clear and concise case reports, case notes, grant applications and letters of support.
 - work as a member of a team, fostering confidence and co-operation of others.
 - work well under pressure without sacrificing professional standards and operate with initiative and motivation working under general direction.
 - recognise and handle conflict productively through successful negotiation.
 - work collaboratively with stakeholders and gain working knowledge of appropriate support and referral services.
 - advocate effectively for clients in line with agreed case management goals.
 - demonstrate a commitment to social justice and a culturally responsible organisation for services.
 - demonstrated flexibility and creativity in problem solving.

Requirements

Case Manager / Counsellor

Last reviewed May 2021

- Current valid driver's licence.
- Own vehicle for use during working hours.
- A satisfactory DCSI check for working with children.
- A satisfactory National Criminal History Check.
- Flexibility to work evening shift, extra hours/days to cover leave and other contingencies.
- Ability to adapt and perform duties as required by changing program needs.
- Some out of hours work and inter / intra-state travel will be required and will not incur additional payment.

Work Health and Safety

- Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

Direct reports

N/A

Values and Behaviours

The values and behaviours expected of RASA staff are outlined in the RASA Values, Ethics and Principles statement and the RASA Shared Behaviours statement. The duties outlined in this position description are to be read in conjunction with these statements along with the values outlined below.

- Diversity** We believe that human diversity contributes to a rich and vibrant society.
We recognise the importance of culture in the lives of individuals and value cultural diversity.
We believe in each person's expression of their spirituality and the importance of all religions.
We respect the diversity of relationships between and in individuals, families and communities.
- Respect** We believe in the unique and innate worth of all individuals.
We value the right of all people to live in safety and be treated with respect.
We support an equitable, just and non-discriminatory society.
We believe in the importance of living in harmony with our environment.
- Belonging** We recognise the importance of a sense of connection and belonging in people's lives.
We value the importance of caring and loving relationships for couples, families, kin and friends.
We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.

Learning We believe that people should have the opportunity to learn and change throughout their lives.
We value people's right to make choices and learn from their experiences.
We believe in the importance of working and living together and learning from each other.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name:

Signature:

Date:
