

<b>Position title</b>	Case Manager IYSS	<b>Reference</b>	CM-IYSS-DWN-YSD
<b>Reporting to</b>	Program Manager IYSS & #U-Turn	<b>Location</b>	Ludmilla & Palmerston
<b>Division</b>	Youth Support & Development	<b>Section</b>	Youth & Family Services
<b>Approved</b>	EM Youth & Family Services	<b>Date</b>	29/07/2019
<b>Comments:</b>	Please note that this position requires flexibility to work outside of normal hours		

## Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

## Purpose of the Position

You will provide culturally appropriate trauma informed intensive and practical support for vulnerable young people aged 10 – 17 years referred to the service from Territory Families (TF) who have previously experienced abuse/neglect or trauma and who are engaging in behaviours that place them at significant risk of further emotional or physical harm. You will work directly with clients to develop and implement an individual support plan, which builds on support networks, strengthens connections to family and community, encourages positive decision making and ability to self-manage and promotes safety and wellbeing

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

## Selection Criteria

### Position specific requirements

1. Qualifications in human Services / Social Sciences combined with at four (4) years direct experience working with high risk / vulnerable young people and families in community-based environments (essential).
2. Experience in assertive outreach strategies and ability to effectively engage with young people with challenging and/or trauma related behaviours associated with child abuse, neglect and/or family breakdown.
3. Demonstrated understanding of the practical application of trauma informed, strengths-based practice and case management approaches, combined with strong youth engagement skills.
4. Demonstrated ability to manage crisis situations and make good decisions under pressure.
5. Ability to maintain personal and professional boundaries and guide staff in complex client related decision making
6. Ability to promote services and raise awareness of issues impacting on the target group of vulnerable young people and create innovative responses to address needs.
7. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers and key stakeholders.
8. Well-developed writing and ICT skills including the ability to master data collection systems maintain client related records and produce good quality internal and external reports on time.
9. Demonstrated teamwork skills, resilience, ability to work independently, multitask and work under pressure and commitment to a productive, cooperative and friendly workplace.
10. Willingness to participate in supervision, reflect on practices, review performance and adhere to work plans and reasonable workplace directives.

### General Criteria

- Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
- Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
- Northern Territory Working with Children Clearance (Ochre Card).
- National Police Criminal History Report (less than three months old) with acceptable outcome.
- Ability to meet 100-point ID and additional visa / overseas work compliance measures.

- Northern Territory Driver's Licence.
- First Aid Certificate (or willingness to obtain within agreed timeframe).

### Key Responsibilities

#### 1. Provide trauma informed, culturally safe and outcome focused support & group work

- Provide professional youth focused family friendly case management services and practical assistance to the target group in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Provide culturally safe and inclusive practices which respect diversity and support Indigenous young people to maintain connection to family, culture and country.
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Contribute to a service culture of youth participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.
- Work collaboratively with high risk vulnerable young people, Territory Families Case Managers, YOREO & SYOREO teams and key stakeholders to undertake client safety assessments and develop strategies to minimize risk taking and anti-social behaviour and enable good decision making.

#### 2. Provide & participate in stakeholder engagement activities

- Maintain networks of relevant government and non-government organisations and relevant private providers to leverage support for the target group.
- Ensure engagement with stakeholders to develop and work together on community projects of common concern.
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing young people.
- Support and participate in regular documented team meetings which include general business, client updates / case reviews, service planning and in-service training.

#### 3. Provide program administration, client records and reports

- Maintain comprehensive client documentation, ensuring data is entered correctly into the IYSS database, and client file records are up to date and ready for audit and/or provision to external authorities as required.
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse, Domestic Violence are met.
- Contribute to quarterly reporting to Territory Families and internal reporting ensuring content is accurate and of high quality.
- Undertake other tasks as directed by the Program Manager IYSS & #U-Turn and Operations Manager Youth Support & Development commensurate with your skills and qualifications including acting higher / different lateral duties and or additional projects as required.

#### 4. Maintain program quality within IYSS

- Embed reflective practice into IYSS to ensure valuable learning's from client and stakeholder feedback, complaints and investigations are captured and lead to service improvements.
- Contribute to service improvement activities including service reviews, file and practice audits, evaluations, development of outcome measures and integration of youth friendly client feedback approaches.
- Maintain a safe working environment in accordance with legislative requirements and policies and procedures; with a strong focus on prevention, mitigation of risk, effective case management and reflective practice.

### General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.

- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

### **Delegation of Authority**

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).