



ST. JOHN'S
YOUTH
SERVICES
INCORPORATED

JOB DESCRIPTION

1. **TITLE OF POSITION:** Case Manager
2. **CLASSIFICATION LEVEL:** Level 5 (to be transitioned to Modern Award)
Social, Community, Homecare and Disability Services Industry Award
3. **SECTION / PROGRAM:** Youth Crisis Accommodation
4. **POSITION OBJECTIVES:**

(a) ***Objectives of the position***

In response to individual client needs to:

- be primarily responsible for case planning and case management,
- provide leadership and direction to the team of Case Workers

In an environment that meets the physical, emotional and developmental needs of young people necessary to enhance their social and living skills.

(b) ***Within Crisis Accommodation Service***

- To implement models of practice and client intervention that enhance outcomes and consistency in management of residents through:
 1. Conducting Case Planning with young people to develop case plans focussed on individual residents need.
 2. Reviewing resident case plans
 3. Maintaining proper reporting and recording procedures
 4. Convening and attending case conferences and meetings in conjunction with young people's case plans.
 5. Implementing behaviour management strategies.
- To provide leadership within the service by:
 1. modelling best practice within the team of Case Workers;
 2. providing a first point of contact to other agencies regarding the case management of young people;
 3. contributing to the learning objectives of students on placement in the service; and
 4. Provide information and recommendations to the Practice Manager regarding young people and case work service delivery issues.
 5. delegating client case plan related tasks to Case Work Team, and
 6. attending network forums, meetings and training sessions and feeding back information to Practice Manager, Crisis Accommodation Manager and Case Work team

5. **REQUIREMENTS OF THE JOB:**

(a) **Skills required:**

- Ability to provide leadership in achieving team goals
- Ability to develop case plans, to achieve objectives and evaluate outcomes for clients
- Ability to communicate effectively, verbally and in writing, with staff at all levels, clients, service partners and other agencies (both government and non-government)]
- Interpersonal skills of a high standard
- Report writing skills of a high standard
- Ability to work with minimal supervision, organise priorities and meet deadlines
- Effective time management skills

(b) **Knowledge required:**

- Knowledge of the principles of effective teams, modelling of competent standards of practice
- Knowledge and understanding of adolescent and family development principles
- Knowledge and understanding of cultural issues in service delivery
- Knowledge of behaviour management techniques
- Knowledge of processes to identify client needs and standards of service delivery to develop case management plans
- Knowledge of the Children's Protection Act 1993
- Knowledge of homelessness in particular to youth.

(c) **Experience and / or qualifications and / or training required:**

Essential:

- Degree in Social Work, Behavioural or Social Sciences or equivalent in human services field
- Experience in assessment and case management
- Driver's License
- Police Clearance

Highly desirable:

- Experience in role of team leader or equivalent in community services field.
- Experience in residential or crisis service, youth service or in community services field.
- An awareness of the range of services available to young people in metropolitan Adelaide
- Experience in working with clients with high and complex issues.

6. RESPONSIBILITIES & DUTIES

Service Provision / Professional Administration

Responsible for the provision of Case Management to clients in accordance with the following tasks:

- Undertake formal assessment, develop resident focussed case plans, convene and attend case conferences as required.
- Developing and modelling best practice within the Case Work team.
- Supporting and/or contributing to the learning objectives of students on placement within the service where appropriate.
- Liaising with other service providers regarding case management of residents.
- Addressing behaviour management, ensuring appropriate referrals and conducting reviews.
- Participating in regular case planning reviews and regular supervision with Practice Manager.
- Advising Practice Manager on training needs within Case Work Team.
- Providing relevant information to client's families, care givers and service providers in accordance with Privacy legislation, NAHA Guidelines, Information Sharing Guidelines and the policies and procedures of St John's Youth Services.
- Review of Case Plans and delegation of relevant tasks to Case Work team

Responsible for the provision of Case Management that aligns with the DFC Service Agreement:

Allocate and participate in the daily activities of the service with Case Work staff to ensure activities and services are in accordance with the needs of clients and the service to ensure the following outcomes:

- Maintenance of an appropriate level of care, safety and supervision of clients.
- Enhancement of the social and living skills of young people in the residential service to facilitate their transition to appropriate independent accommodation.
- Advocacy and liaison necessary to promote and maintain the rights of young people.
- Delivery of activities and services that provide opportunities and facilitate young people progressing toward independence, and development of cost effective recreational activities.
- Personal performance and professional behaviour is maintained in accordance with the ideals, standards and organisational objectives of St John's Youth Services

To be responsible, in consultation with management team to ensure:

- The appropriateness of referrals to ensure that client group remains consistent with target group requirements of Service Agreement
- That practice complies with the policy and procedures of St John's Youth Services

Attend to the day-to-day administrative requirements associated with the service outlet:

- Maintain service outlet and client records.
- Monitor the ongoing recording of statistical data, including NAHA Recording requirements.

Liaise with the community and advocate on behalf of the target group via:

- Close liaison with relevant mainstream providers, local communities and youth services to promote increased awareness of young people's needs through participation in networks, forums and peak bodies relevant to the aims of St. John's Youth Services as proxy for the Manager absent.

7. ORGANISATIONAL RELATIONSHIPS

The Case Manager reports directly to the Practice Manager of Youth Crisis Accommodation and is accountable to the CEO of St John's Youth Services.

8. EXTENT OF AUTHORITY

Able to purchase goods within the procedures of St John's Youth Services or as authorised by the CAM

9. SPECIAL CONDITIONS

Assumption of acting role when Practice Manager is on approved leave, or when the position is vacant.

Some afterhours work and on call arrangements will apply

Occupant: Name:.....

Case Manager

Signature:Date:

Supervisor: Name:

Manager

Signature:Date:

Approved by: Wendy Malycha

Position: CEO

Signature