



This package contains the following information to assist you with an application for:

Cassowary Coast Intensive Family Support (IFS) Service Case Manager (Extended)

- 1. General Conditions of Employment**
- 2. Position Description**
- 3. Selection Criteria**

Applicants are requested to include the following in their application:

- (a) Cover letter stating which position/s you are applying for and what attracted you to that position.
- (b) Responses to Selection Criteria. Shortlisting for interview is based on your knowledge, skills and experience meeting the selection criteria. Applicants who do not address the Selection Criteria may not be interviewed.
- (c) Current Resume.
- (d) Referees. Please provide at least three (3) recent work related referees who we can contact.

Applications can be submitted by:

Email: ifs@csci.org.au

In Person: 13-17 Donald Street, Innisfail QLD 4860

Post: Private & Confidential

Manager

Community Support Centre Innisfail

PO Box 886 INNISFAIL QLD 4860

Applications close 4.00pm Friday 15th March 2019

Community Support Centre Innisfail Inc. (CSCI) is a community based, not for profit, support organisation with a proud history of serving the local community for more than 40 years. CSCI delivers a range of quality services that strive to foster community resilience, social connectedness and enhance the capacity of individuals and families across the Cassowary Coast.

We are an 'employer of choice', providing a rewarding and vibrant team environment with excellent work conditions.

CSCI is an Equal Opportunity Employer and is committed to fair, merit-based recruitment selection processes.

POSITION DESCRIPTION



Case Manager Cassowary Coast Intensive Family Support Service

PURPOSE

The Cassowary Coast Intensive Family Support Service assists vulnerable families to address complex needs and build their capacity to safely care for and protect their children.

The Case Manager will use sustained engagement, intensive case management frameworks and in-home practical support to enable families, at risk of entering the child protection system, to become stronger, capable and more resilient.

ACCOUNTABILITY

To the Team Leader Cassowary Coast Intensive Family Support Service.

SALARY AND CONDITIONS

Permanent Full Time

HOURS: 38 Hours per Week

SALARY: Level 4.1 SCHCDSI Award (\$35.17 /hr)
+ Salary sacrificing benefits available

SCOPE

The position will provide early intervention within an intensive case management framework; coordinating every phase of casework for families from the point of referral to exit, with a view to supporting vulnerable families to become stronger, capable and more resilient.

The position will require assertive outreach including working within client's homes.

The position is based at the Community Support Centre Innisfail and will include regular travel throughout the Cassowary Coast to meet client and organisational needs. A work vehicle will be provided for this travel.

Flexible hours of service provision with families, including evening, early mornings and weekends will be occasionally required for engagement and as determined by case plans.

Time Off in Lieu (TOIL) arrangements apply for hours worked outside of nominated hours.

DUTIES

Actively engage families in a timely manner including assertive outreach and conducting cold calls and appointments with consenting and non-consenting clients

Identify family strengths and needs using Service specified assessment tools

Conduct family risk assessments and safety planning in accordance with Service policies and procedures

Develop case plans that address parenting concerns and child well-being, in collaboration with families and all agencies engaged with the family

Within a family strengths practice and evidence framework provide intensive, lead case management for clients, that results in definable and measurable change in family safety and wellbeing, parent strengths, attitudes, behavior, skills, knowledge and ability

Make effective, supported referrals for client families to meet their identified needs

Maintain active links and coordinate case plan meetings with other services that form part of the family's case plan

Provide practical in home and/or centre based support in areas identified in case plans, such as budgeting, parenting, household routines, and daily living skills

Review case plan progress and initiate exit strategies in a 'step down' process

Maintain accurate, up to date and appropriate client records including assessments and case plans, statistics and reports on specified formats and in relevant databases

Ensure all assessments, referrals and support strategies are conducted to relevant standards and compliant with legislation, organisational policies, funding guidelines and culturally appropriate models

Maintain professional and ethical work practices, knowledge and skills and participate in professional development activities

Participate in regular supervision with the IFS Team Leader or their delegate and attend staff and team meetings as required

Contribute to Service development as directed by IFS Team Leader, and fulfil other tasks as reasonably directed by the IFS Team Leader or CSCI Manager

SELECTION CRITERIA

Applicants who do not address the Selection Criteria may not be interviewed

Essential Requirements

- Degree qualifications in Human Services or related field
 - Possession of an open driver's license
 - Possession of, or ability to acquire a 'Working with Children' Suitability card
1. Experience in working with families who have multiple and complex needs including knowledge of key child protection issues such as trauma, domestic violence and drug and alcohol misuse
 2. Demonstrated engagement and motivational skills including capacity to engage with reluctant clients in a respectful and non-threatening manner that promotes dignity and encourages self determination
 3. Demonstrated ability to assess family risks, strengths and needs using child centred approaches
 4. Demonstrated ability to develop case plans, provide lead case management and achieve goals that facilitate safe and nurturing environments for children and young people
 5. Demonstrated ability to provide 'hands on' practical modelling, education and support to families in the areas of protective parenting practices, child behavior management, healthy household routines, life skills
 6. Knowledge of and ability to work within culturally appropriate models of practice
 7. Knowledge of and ability to work collaboratively with other government and nongovernment agencies
 8. Demonstrated ability to communicate effectively, both verbally and written including high computer literacy skills
 9. Ability to work effectively and harmoniously in a team environment as well as independently