



Case Manager | Position description

Position title:	Case Manager
Reports to:	Area Manager
Location:	Safe Places is established across Australia (Adelaide, Brisbane, Bunbury, Cairns, Ipswich, Melbourne, Perth, Sydney, Toowoomba and Townsville). Staff may request short and long-term transfers to other areas.

Overview

Safe Places for Children is a not for profit organisation that provides individualised residential therapeutic care to children and young people in the ages of 10 and 17 who are unable to be placed in foster families or group residential homes. Referrals are received through the Department of Child Safety, Youth and Women (QLD), Department of Child Protection (WA), Family and Child Services NSW and the Department of Health and Human Services (DHHS VIC)

Position statement

The Case Management team is responsible for ensuring the delivery of high-quality care leading to positive outcomes for the child or young person such as building relationships and life skills, engaging in education and improved health and hygiene. This is done through leading a team of youth worker professionals to maintain a small stable team and be involved in case planning and liaison with key support agencies.

Benefits

Full terms of employment are outlined under an enterprise agreement available upon request.

- Annual bonus of \$1000 after 12 months' continuous service, rising by \$1000 each subsequent year, capped at \$5000 for five or more years of service.
- Six (6) weeks leave per year (plus 17.5% leave loading) accrued on a pro rata basis.
- Salary packaging to increase your take-home pay.
- Flexible rosters to suit work and life balance.
- Access to in-house accredited training program and support to gain formal qualifications.
- Access to 24 hour on-call support and guidance from senior youth worker professionals.
- Friendly and supportive workplace.

Salary and conditions

- Salary:
- Base package includes standard allowances and penalties
 - Paid weekly, dependent on timely provision of accurate details such as bank, tax and superannuation information
 - Full-time, base annual salary of \$85,349 with career pathways to senior case management roles at \$99,217.
 - Annual bonus of \$1000 after 12 months' continuous service, rising by \$1000 each subsequent year, capped at \$5000 for five or more years of service.
 - Salary packaging to increase your take-home pay. Refer to Remserv website for more information - <http://www.remserv.com.au/salary-packaging/what-is-salary-packaging>
- Holiday leave:
- Six (6) weeks leave per year (plus 17.5% leave loading) accrued on a pro rata basis.
 - Leave approvals may depend on business needs at the time and requests are not guaranteed to be met.
- Sick leave:
- Ten (10) days per year for paid personal leave (sick leave), which can also be used as carer's leave, accrued on a pro rata basis. A doctor's certificate may be required.
- Training and professional support
- All Safe Places' staff receive three week's comprehensive induction training through our training partner Seed Skills, an Australian Accredited Training Provider. Compulsory training will be an Induction program where students will complete training around WHS training; Cultural Awareness training; Working effectively in Mental Health; shadow shifts and Trauma and Attachment training and have assessment that once completed will be a Certificate IV. Students will also complete Therapeutic Crisis Intervention training (TCI) created by Cornell University.
 - All staff must be committed to completing Seed Skills nationally-recognised Certificate IV in Child Youth and Family Interventions, with the first eight (8) units completed within the first six (6) months of employment. This is paid for by Safe Places and will be completed in the employee's time.
 - Ongoing commitment to the training and professional development of employees, including access to qualifications in Community Services; Child, Youth and Family Intervention; and Leadership and Management Courses, offered through Seed Skills. Entry requirements apply.
 - Safe Places will consider requests to contribute to TAFE or tertiary study costs
 - Career pathways towards senior management roles
 - Internal monthly reflective supervision and professional development
 - Free external counselling service offered to all employees
- Working shifts:
- Safe Places offers longer, flexible shifts of 24 hours or capped shifts at a maximum of 10 hours. A 24-hour shift can consist of between 10 to 16 hours awake working time and an 8-hour sleepover period.
- Working hours:
- Case managers work the following contact and non-contact hours each

week

- 14-18 non-contact hours and 20-24 contact hours, depending on level

Required hours

A maximum of 1
sleepover shift,
depending on level
(2 per fortnight)

Between 10pm to 6am the employee is covered by a sleepover allowance in the package. There is a nominal “sleep period” of 8 hours on shift. This is not considered an unpaid break. Staff may be required to attend to the child’s needs during this period.

6-16 weekday
hours
depending on
level

These accrue Mon – Fri, 6am to 10pm.

4-8 weekend
hours,
depending on
level

These accrue Sat – Sun, 6am to 10pm. Penalty rates are included in the overall salary package for these additional hours. These hours are worked as required in addition to rostered shifts.

On call:

From 3.5 to 5 days each week, dependent on area needs. On call duties require the case manager to be available to provide advice and guidance. Case managers are not generally required to do a shift, although this may happen in an emergency.

Hours bank:

We believe in a healthy work and life balance for our employees. Any additional hours worked or hours taken off are noted in an hours bank for staff to track their hours ahead and behind.

If an employee is behind in their required hours, the shortfall can be made up by working additional hours. Subject to certain conditions, staff can access any additional hours in the hours bank as extra leave or have them paid out.

Conditions:

Community-based residences are quality homes with all modern conveniences, including a private ensuite for the employee on shift.

Office environment for non-contact hours, including meetings, training and general supervision.

Additional benefits:

Computer, vehicle and phone available on shift for work purposes
Allowance paid for use of personal laptop (Conditions apply)
Allowance paid for personal mobile phone if used for work purposes (Conditions apply)

Our vision and values

Vision

“Providing effective, professional care and transition support for children in care when standard models are unsuitable or unavailable”

Safe Places staff help achieve this vision through their patience, genuine care and commitment. Over time, the team gains the child’s trust, stabilises the placement, gives the child a sense of hope and direction and achieves outcomes across key areas of the child’s life.

We are guided by five core values from our frontline staff through to the Board of Directors:

Our approach

Safe Places for Children provides children at risk with intensive support and supervision. Referrals are received through the government department responsible for the protection of children.

Team members are rostered to provide care from houses located in the community. The team work to see children transition into suitable longer-term placements which may be delivered by Safe Places (for example, co-tenanting models, semi-independent models and independent living) or by others, such as foster care or family reunification.

Key elements of the “Safe Places approach” are as follows.

- Small and stable teams with a consistently calm and future-focused outlook
- Celebrating small steps, including seeing the child engage in the placement, build rapport with their team and contribute to daily plans
- Over time, encouraging the child to become more independent, to explore their behaviours in difficult times and to be willing to try some more positive coping strategies
- Support the child to take steps that prepare them for transition into family-based placement, family reunification, a group setting or independent living arrangements
- Understanding that the children’s behaviours are coping skills and our focus is on what’s lying beneath the behaviour.
- Responding to behaviours in a way that models an ability to remain calm, hopeful, caring, consistent, respectful and understanding of others (as opposed to reacting emotionally)
- Collaboration with other support agencies, such protective services, health services, counselling services and educational facilities.

Young people in our care

The young people in our care generally range from 10 to 17 years of age. Initially, they may require one-on-one support due to their anti-social behaviours, which may include, but are not limited to:

- verbal aggression and high-level defiance
- physical behaviours including hitting, spitting, kicking, threatening children and workers
- destroying property and fire fascination
- sexually acting out towards other children or workers
- cruelty to animals
- poor hygiene and self-harming
- absconding

Placement models range from one on one support to group residential placements with up to four young people placed.

Duties and standards

Case managers with Safe Places undertake frontline shifts caring for young people and are expected to deliver all duties within the youth worker role, such as:

- establishing a therapeutic care environment and positively managing the young person’s behaviours

- maintaining a high standard of cleanliness, tidiness and comfort in the home environment
- observing safety standards and protocols for that particular home and young person
- creating a dinner routine with nutritious meals
- providing transportation
- assisting with homework and engaging in suitable activities
- working with the child to learn life skills in a planned and supported way
- monitor the child's supply of clothing, footwear, school materials and other belongings
- as part of a team, identify areas where child's needs could be better met. Specific duties related to the Case Manager role include:
- supervision of a team of youth worker professionals, facilitation of team meetings and performance management, where necessary
- case management tasks such as rostering, case planning and case inductions
- providing on call support and professional advice
- liaison with key support agencies
- ensure delivery of high-quality care leading to positive outcomes for the child, such as building relationship and life skills, engaging in education and improved health and hygiene
- work within organisational policies, procedures and values and contribute to continual improvement of Safe Places service
- Other tasks as delegated by the Area Manager.

Role requirements, skills and attributes

Essential requirements

- A minimum six (6) months experience working with children with challenging behaviours, such as verbal and physical aggression, in a residential setting or in care
- Ability to do shift work and in-home sleepovers
- Ability to accommodate roster changes and on call requirements at short notice. We endeavour to complete rosters up to two weeks in advance, though changes may occur due to the nature of the work.
- Ability to participate in team meetings, staff meetings, training and supervision, as required
- Successful completion of relevant history checks and screening processes
- A full Australian Driver's License or ability to obtain one

Essential skills and attributes

- Knowledge of issues facing children in the out-of-home care sector, the impact of childhood abuse and trauma, and crisis management techniques
- Understanding of case management model in the residential care setting
- An understanding of the intensive nature of working with young people and the possible impacts on the employee's family and personal responsibilities
- Ability to work autonomously in an isolated environment, supported by established procedures

- Ability to supervise team members and establish effective team processes and systems
- Computer-literate, including demonstrated ability to independently use key programs such as Microsoft Word and Excel, internet browsers and ability to support youth workers in using these tools
- Ability to complete reports and other business processes via the Safe Places web-based systems
- Strong written and verbal communication skills including negotiation, networking, and ability to draft shift reports
- Strong organisational and time management skills

Desirable

- Certificate IV in Child, Youth and Family Intervention or equivalent
- Experience in working with multi-disciplinary services and government agencies

Pre-employment Screening

Candidates must be eligible to live and work in Australia, hold an unrestricted driver's license and be engaged in Cert IV Community Services. Candidates must be willing to undergo and/or provide state specific checks as outlined below.

QLD	NSW	VIC	SA	WA
LCS2; QLD – Blue Card; Hope and Healing.	National Police Check; NSW Working with Children Check; Hold and maintain First Aid and CPR.	Disqualified Carer Check; VIC Working with Children Check; Disqualified Carer Register.	SA Working with Children Check; Suitable psychometric assessment; National Police Clearance; Hold and maintain First Aid and CPR (in an education and care setting).	National Police Clearance; WA Working with Children Check; Department 395; Hold and maintain First Aid and CPR.

Occupational Health & Safety

Safe Places is committed to the safety and well-being of its staff and ensuring a healthy working environment.

We have comprehensive safety policies and procedures and are committed to complying with occupational health and safety legislation. We support incident prevention and early intervention and firmly believe that accidents can be prevented.

Safe Places is committed to a health and safety program focused on consultation and continuous improvement.

We believe in shared responsibility in safety matters with all staff playing their role in maintaining a safe working environment.

Our employees actively promote a health and safety culture through use of appropriate systems, identification and control of risks and reporting all incidents within 24 hours. Staff actively participate in consultation forums to ensure a shared responsibility for workplace health and safety matters.

How to apply

- Review the position description on the employment tab of the Safe Places website at <http://www.safeplaces.com.au/employment/>.
- Prepare your current resume and a one-page application outlining your experience and qualifications in relation to the duties and requirements above.
- Submit your resume and application through the *Apply Now* link on the Employment page at <http://www.safeplaces.com.au/employment/>.