

Position Description

Title	Case Manager
Business unit	Employment Services / Partnerships, Training & Enterprise
Location	As per employment agreement
Employment type	As per employment agreement
Reports to	Practice Lead

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Case Manager will deliver case management to complex needs / vulnerable participants and provide support to the Manager in the areas of, stakeholder and consumer engagement across Employment Services.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- All employment services staff
- All support and foundation services staff
- Uniting program staff

External

- Job seekers across all contracts

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- Government funding bodies
- Schools, TAFE's and Tertiary institutions
- Health & Community Services
- Mental Health & AOD Agencies
- Other stakeholder companies

4. Key responsibility areas

Service delivery

- Completes participant assessments, referrals and ongoing case management support, case notes, and administration
- Provides case conferencing support to operational staff on a need's basis
- Assists operational staff to develop tailored support and interventions, to address and manage barriers to employment
- Assist with providing vocational counselling for participants returning to work by implementing intervention strategies
- Work collaboratively with consumers, government funding bodies, education, community, health and AOD agencies and other stakeholders to develop and continue optimum engagement outcomes
- Deliver services that comply with relevant funding agreements, accreditation and program standards and are in accordance with relevant legislation, policies and procedures
- Maintain and report on statistics relating to services and other activities
- Tasks relating to consumer engagement and stakeholder activities as directed by management
- Participate in regular team meetings/discussions

Building Relationships

- Build and maintains relationships with key internal and external Community stakeholders for the purpose of increasing referrals for Uniting's pre-employment and employment services
- Develop and maintain appropriate effective relationships with key stakeholders including participants, Centrelink, peak bodies, community service organisations, health services, relevant professionals and government officials

People and teams

- Build and maintain relationships with key internal and external Community stakeholders for the purpose of increasing referrals for Uniting's pre-employment and employment services
- Develop and maintain appropriate effective relationships with key stakeholders including participants, Centrelink, peak bodies, community service organisations, health services, relevant professionals and government officials
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide the highest level of professional conduct in alignment with Uniting's values

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).

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- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- Deliver case management to complex / vulnerable participants and develop servicing plans that address their psychosocial barriers
- Provide case management support during case conferencing to help progress participants through PEA model

6. Person specification

Qualifications

- Essential: Tertiary Qualification in Community Services, Social Work or other Mental Health or Social Sciences
- Desirable: AHPRA or other suitable registration such as Australian Association of Social Workers. Australian Counselling Association or Case Management Society of Australia and New Zealand.

Experience

- Relevant health or community services experience essential
- Experience working in a target driven environment
- Proven experience conducting assessments and developing targeted interventions to support participant's non/vocational goals
- Strong computer and reporting skills
- Successful networking capabilities
- Experience developing and maintaining relationships with stakeholders

Core selection criteria

- **Demonstrated** ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Evidence of consistently meeting or exceeding goals and objectives in previous roles
- **Prioritisation:** Demonstrate your ability to identify and prioritise tasks based on importance and urgency, ensuring critical deadlines are consistently met.
- **Conflict resolution:** Proven ability to navigate and resolve conflicts through effective communication, leading to positive outcomes and strengthened relationships
- **Culturally Aware:** Experience working with diverse communities and demonstrates values
- **Develops capability:** Understands the need for professional learning of self and others; undertakes regular professional development to build skills to the next level.
- **Presentation Skills:** Demonstrated ability in presenting information to diverse audiences and achieving desired impact.

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- **Communication Skills:** Able to showcase strong verbal and written communication skills, including ability to convey complex ideas clearly and understandably.
- Current Victorian Drivers Licence

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: