



POSITION DESCRIPTION

POSITION DETAILS

Local Title and Program Area

Intensive Case Management Service (ICMS) Worker, Placement & Support, Placement & Family Services

Position Number

P 08

Classification, Time Fraction & Duration

Level 4

Responsible to

Team Leader, Placement & Support

Qualifications

A qualification in Social Work, Youth Work, Welfare Studies, Social Science or other relevant tertiary studies.

Location

140 Langtree Avenue, Mildura

ORGANISATIONAL CONTEXT

Mallee Accommodation and Support Program is a not-for-profit community-based organisation with a long history of service provision to the more disadvantaged and vulnerable members of our community.

The overall aim of MASP is to deliver a coordinated range of service responses, facilitating the most appropriate, timely and cost-effective support to those most in need of support.

The development and maintenance of effective coordinated linkages with a range of relevant community agencies complements the work of the agency by enhancing client outcomes.

Further details about MASP can be found on MASP's website www.masp.org.au.

PROGRAM OVERVIEW

The Placement & Family Services Program consists of a range of support services directed to children, young people and families.

The program generally aims to assist parents provide safe and supportive care for their children while still at home and, in those cases where children or young people have been removed, to provide the optimal level of care and support while in out-of-home care and to work toward family reunification.

The Placement & Support program provides a range of services to children and young people in the Out of Home Care system.

These services include foster care and the recruitment and training of carers, Leaving Care/After Care, Youth Mentoring, Youth Justice Community Support, general adolescent support and the Intensive Case Management Service.

POSITION OVERVIEW

The Intensive Case Management Service is a highly targeted service response to a specific group of highly vulnerable, “at risk” young people. The service operates on the principles of reducing high-risk behavior in the context of the High Risk Management Plan, increasing the stability in the young person’s life and providing continuity of care, including relationships.

The service aims to allow for intensity of contact, flexibility and responsiveness to the needs of the targeted young people. The service caters for young people considered to be at high risk due to their behaviour or other factors that has led to their involvement with the Department of Health & Human Services’ Child Protection or Youth Justice Units.

The ICMS Worker reports directly to the Team Leader, Placement & Support.

POSITION DUTIES

1. To conduct time limited interventions to support young people who are considered to be high risk, either to themselves or to others.
2. To take responsibility for casework activities including assessments, planning, implementation and evaluation of intervention strategies.
3. To develop behaviour management strategies in conjunction with the young people’s families/carers and provide support for families with challenging young people to maintain their family placement.
4. To participate in program and team activities including assessment of referrals, allocation of cases, acting as agency case manager as required.
5. To keep appropriate records including information systems, statistical data and client records required by the Department of Health & Human Services.
6. To participate in supervision on a regular basis.
7. To prepare reports as required for referral agencies, courts, etc.
8. To attend courses, seminars, workshops as required to continually extend knowledge base.
9. Advocate on behalf of the young people where necessary.
10. To liaise with agencies including Department of Health & Human Services, Mildura Base Hospital Psychiatric Services, Sunraysia Community Health Services, Mildura & District Aboriginal Services and local secondary schools, etc. to enhance client outcomes.
11. To be an appropriate positive role model for the young people and staff in line with the agency’s standards and expectations of a senior staff member.
12. Participate in the Placement & Support On Call Service.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for **all** aspects of service delivery.

SKILLS AND COMPETENCIES REQUIRED

Personal Attributes

- Honesty
- Ethical practice
- Positivity
- Determination
- Self discipline
- Resilience
- Client focus
- Analytical approach
- Flexibility
- Cultural awareness
- Creativity & innovation
- Inclusiveness
- Collaboration
- Supportiveness

Capabilities

Community & inter-agency relations

- **Partnerships and collaboration** – works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes
- **Knowledge of community** – maintains detailed understanding of current community issues and knowledge of relevant organisations.

Professionalism

- **Time management** – manages time and uses tools effectively to assist with planning and organizing.
- **Ethics** – observes professional boundaries and standards and assists others with ethical dilemmas.
- **Taking responsibility** – takes responsibility for work outcomes and assists others to understand role and responsibilities.
- **Problem solving** – assists with resolution of clients' and colleagues' problems.
- **Initiative and enterprise** – demonstrates initiative and enterprise and supports others to work more effectively.

Communication

- **Advocacy** – advocates for clients to advance their interests
- **Written communication** – writes accurate, clear and informative reports and communications that meet the needs of their intended audience.
- **Verbal communication** – articulates clear and respectful messages and information to clients and colleagues.
- **Interpersonal skills** – demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications.

Service Delivery

- **Reflective practice** – demonstrates reflective and evidence based practice.
- **Knowledge of client issues** – builds knowledge of client issues and requirements to improve practice.
- **Client outcomes** – provides clients with high quality service and appropriate referrals.
- **Diversity** – demonstrates cultural sensitivity and adjusts personal style in response to client differences.
- **Client confidentiality and dignity** – respects client and team member confidentiality.

TERMS AND CONDITIONS

Salary & Conditions

In accordance with the Mallee Accommodation & Support Program Ltd. Enterprise Agreement 2016. Salary packaging arrangements available.

Probation Period

On commencement, an initial six-month probationary period.

Police Check & Working with Children Check

Completion of a satisfactory Police Records check and supply of Working with Children check prior to employment. It is the responsibility of the individual to keep their WWCC current.

Driver Licence

Appointee must possess and retain a current Victorian driver licence.

Performance Appraisal

To be carried out by the supervisor within six months of commencement and thereafter once every twelve months.

Appraisal will be made in regard to this Position Description.

Responsibility and Continuous Improvement

Take responsibility to become aware of and comply with all relevant MASP policy and procedure instructions. Of particular relevance are those dealing with the MASP Code of Conduct, the Workplace Equal Opportunity Policy and requirements for staff to develop cultural competence skills.

Participate in regular supervision and in staff meetings in the interests of maintaining effectiveness and team spirit.

Maintain a commitment to quality outcomes and ways of improving service delivery to clients. Demonstrate a commitment to strive to perform within an optimum continuous improvement framework.

Training & Development

Be prepared to participate in ongoing staff development, attending relevant forums and training as delegated.

Occupational Health & Safety Responsibilities

Ensure that work is carried out in accordance with MASP OH&S requirements and standards in order to prevent work related injuries and illnesses.

Work in a manner which does not willfully or negligently place at risk the health or safety of any person including self.

Comply with all reasonable instructions and procedures and report any potential situation which the employee feels may constitute a hazard to the health and safety of self, other employees, clients or visitors to the agency.

Immediately report any workplace incident, accident or other occurrence which has happened and complete the necessary incident reporting documentation.

Privacy & Confidentiality

Work within the guidelines of MASP's Privacy and Confidentiality policy.

KEY SELECTION CRITERIA

1. Demonstrated ability to work with challenging young people and to be able to assess and manage risk.
2. Highly developed assessment skills, capacity to apply a range of intervention strategies, effective problem solving skills, highly developed interpersonal skills.
3. Demonstrated knowledge of relevant theory and practice as it relates to child and adolescent development, attachment and separation, trauma, loss and grief and family dysfunction.
4. Working knowledge of the child protection, youth justice and out of home care legislation and systems.
5. Ability to liaise with other government and non-government agencies and services.
6. Highly effective organizational and time management skills.
7. Must possess strong negotiation and assertiveness skills.
8. Sound computer literacy skills.
9. Excellent written and verbal communication skills.
10. Ability to work both independently and as part of a team.

APPLICATIONS

Applications **must** address the Key Selection Criteria and be emailed by the due date, addressed to:

Nathan Jilbert
Human Resource Manager
careers@masp.org.au

Prior to submitting their application, applicants are strongly encouraged to discuss the position with the MASP contact as advertised on the employment page at www.masp.org.au.