



Position Title	Youth and Family Case Manager
Program	Wellness Centre
Funding	Targeted Earlier Intervention (TEI) and Health and The Chappell Foundation
Purpose of Position	<p>The Case Manager is an exciting and varied role. The case manager is responsible for developing, executing and managing an effective and targeted outreach program designed to increase the number of young people accessing case management services at WAYS. They will provide effective case management and may also provide counselling to identify and assist at risk young people aged 12-25 years and or their families, who may be experiencing substance misuse, homelessness, mental health concerns or barriers to education to have access to a range of supports and services in relation to health, housing, employment and education.</p> <p>The case manager will also assist in facilitating young people to forge stronger links to family and community. Another focus of the case management role at WAYS is to work with other WAYS programs to contribute to community engagement, diversionary music events and programs, psychoeducation / therapeutic workshops, school forums, outreach and service promotion activities.</p>

Employment Details and Remuneration

Hours per week	Full time: 38 hrs a week
Award	Social, Community, Home Care and Disability Services Industry Award (SCHCADS) (2010)
Remuneration:	<p>Level 3.4 – 4.2 SCHCADS, plus super.</p> <p>Salary packaging available.</p> <p>Currently offering up to \$7,000 of external clinical supervision per annum</p> <p>If staff take and are eligible for packaging depending on tax obligations and include extra clinical supervision provided the salary package value is greater.</p>



Benefits	<ul style="list-style-type: none"> • Onsite internal supervision as well as offsite external clinical supervision. • Supportive, youth focused work environment • Access to a comprehensive service environment to meet the needs of clients seeking assistance. • Access to relevant external training opportunities. • Opportunity to work for a well-respected Youth Services provider in the Eastern Suburbs. • Opportunity to contribute to the greater good of the community
Date Description last reviewed	July 2023

Key Result Area – Professional	Expected Outcomes
<p>The case manager is responsible for developing, executing and managing an effective and targeted outreach program designed to increase the number of young people accessing case management services at WAYS</p> <p>Provide case management, counselling, advocacy, advice and to clients. Work within a team to co-ordinate and deliver diversionary music programs and events for young people.</p>	<ul style="list-style-type: none"> • Develop, execute and manage an effective and targeted outreach program designed to increase the number of young people accessing case management program. • Develop significant relationships and potential project partnerships with external stakeholders, organizations, schools, hospitals as part of an effective outreach program designed to increase clients to the service. • Provide practically focused, task centered and outcome, oriented case management and or counselling to assist clients to overcome their barriers and engage with appropriate services to assist with mental and physical health, homelessness, family conflict, alcohol and other drugs, education, employment concerns. • Provision of on-going follow up support for young people and their families. • Utilize innovative approaches and strategies, to case manage and counsel young people. • Maintenance and provision of a comprehensive range of information resources for clients on alcohol and other drugs, health, welfare, housing, legal, education, employment and other issues. • Facilitate interactive, experiential education and treatment programs, forums or workshops on topics such as: mental health, substance misuse, motivation, self- esteem and goal setting. • Participate in regular evaluations of both WAYS and case management programs. • Upon request, assist with the drafting of funding submissions, reports, tenders to government and philanthropic bodies
Client Contact	<ul style="list-style-type: none"> • Conduct effective intake assessment and identify and execute relevant client interventions i.e. evidence based casework and or counselling as required. • Maintain information about and build relationships with good working alliances and networks in the area to

	<p>facilitate effective referrals to support client outcomes.</p> <ul style="list-style-type: none"> • Consistently provide high quality services to clients and receive positive evaluations from clients and stakeholders. • Demonstrate commitment to making a difference in clients' lives and to be accountable in measuring results. • Genuine commitment to supporting families, children and young people and a capacity to remain focused on their issues.
<p>Community development: Work in collaboration with the other WAYS programs to execute the WAYS community development program and annual community events such as music events or market stall days. These include events held in partnership with external agencies such as local councils at WAYS premises, in the community as well as in the music events.</p>	<ul style="list-style-type: none"> • Develop and deliver relevant and creative recreation and music programs to young people. • Collaborate with other WAYS teams for the organization and delivery of up to 5 community events a year. • Upon request, assist in the application of and acquittals for relevant grants. • Upon request, liaise with a youth community reference group, local councils, sourcing appropriate DJ's and Bands and stage hire.
<p>Professional practice is congruent with WAYS organisational values, code of ethics and principles of professional practice.</p>	<ul style="list-style-type: none"> • Keep abreast of the latest trends and knowledge in service provision and interventions for youth in the education field and other adolescent issues relevant to the client group. • Personal presentation meets professional expectations. • Maintain professional accreditation as required by the program and professional bodies. • Responsible use and management of organisational assets including position mobile phone, vehicle and computer equipment.

Key Result Area – Leadership	Expected Outcomes
<p>Uphold the philosophy and aims of WAYS Youth & Family at all times, and conduct them in a manner consistent with WAYS Youth & Family public image as caring and professional.</p>	<ul style="list-style-type: none"> • Provide instructive and motivational leadership to staff • by ensuring clear understanding and expectations of obligations, performance criteria and feedback on achievements and areas of improvement. • Adopt a flexible and creative methodology in meeting the identified needs of the young people in accordance with the objectives and outcomes. • Demonstrate a commitment to the principles of professional practice, including confidentiality, displaying non-judgmental attitudes, and respecting the individuality of co-workers and clients. • Follow the reporting structure that ensures each layer of management is an integral component of communication. • Articulate the vision and mission of the organisation to the client group, staff and other stakeholder groups.

Key Result Area – Management	Expected Outcomes
<p>To be familiar with all documentation, guidelines and procedures that support the program aims and objectives.</p>	<ul style="list-style-type: none"> • Effective management of client appointments, records and related systems to ensure compliance is achieved and maintained. • Participate in regular file audits to maintain compliance requirements. • Provide on time and accurate statistical information and program outcomes for reporting, measurement of performance indicators and inclusion in funding body performance reports.
<p>Participate in the human resource management plan for the organization.</p>	<ul style="list-style-type: none"> • Active participation in regular supervision. • Training and development is guided by an active career development plan.
<p>Contribute to the organizations responsibilities to ensure relevant legislative requirements are being enacted for the benefit and protection of clients, staff, the management committee and broader community.</p>	<ul style="list-style-type: none"> • OHS responsibilities maintained. • Clear understanding and enactment of all legislation and reporting requirements in relation to young people in NSW such as the Children and Young Persons (Care and Protection) Act 1998 and mandatory reporting. Mandatory reporting. • Ensure equality of access opportunities for all service clients. • Privacy and confidentiality responsibilities maintained. • Maintain appropriate client boundaries. • Work in accordance with policies and procedures to support service delivery. • Assist with the drafting of funding submissions, tenders to government and philanthropic bodies.

Key Result Areas-Financial	Expected Outcomes
Responsible use of program monies.	<ul style="list-style-type: none"> • Expenditure meets program guidelines. • Maximise the use of financial resources to benefit client outcomes. • Accurate record keeping of brokerage monies spent. • Participate in fundraising activities.
Key Result Areas-	Expected Outcomes
Assist the organisation's efforts to achieve its organisational and funded key performance indicators.	<ul style="list-style-type: none"> • Participation in Quality Assurance accreditation, service planning and development to improve program delivery effectiveness and efficiency. • Meet individual and program KPI's. • Provide program reports, statistics, and monthly management reports demonstrating performance and activities. • Keep informed of contract changes to guidelines and communicate these too colleagues and Program Managers. • Create equality of access opportunities for all service clients. • Active participation in staff meetings and planning sessions. • Identify emerging needs of the client group and consult with the Program Manager on appropriate programs and strategies.
Develop and maintain relationships with other Organisations and relevant agencies in the community.	<ul style="list-style-type: none"> • Presentations and attendance at interagency meetings, schools outreach and local community youth services meetings / forums. • Develop working relationships and liaison with relevant professional peak bodies, schools, government departments, local community youth services and other appropriate resources for promotion and referral to attract young people to the service. • Receive and make appropriate and effective referrals. • Identify opportunities within the training and educational sectors to facilitate the placement of clients.

Key Result Areas- Organisational	Expected Outcomes
Work closely with other WAYS programs to ensure that the service is featured and integrated into cross organisational programs and activities	<ul style="list-style-type: none"> • Make internal referrals to where appropriate to assist program objectives. • Work collaboratively with other WAYS staff and WAYS programs. • Participate in organizational activities. • Other duties as required. e.g. participation in WAYS • Youth space music events and health education programs.



Selection Criteria

Position Requirements	Please briefly respond to the Essential criteria only
Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications in psychology, social work or case management • Class C Drivers License. • Satisfactory completion of a National Police Check, • International Police Check (if applicable) and a valid Working with Children check. • Valid WWCC <p>Desirable:</p> <ul style="list-style-type: none"> • OH & S Training • First Aid Certificate
Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrated experience in providing case management services for young people and their families. • Capacity to develop and conduct effective and success outreach • Experience working with any of the below issues: Drug and alcohol, homelessness, mental health • Experience in liaison with mental health professionals, government agencies, community services, schools, NGO's and other community groups. • Experience in working with young people and families in a setting relevant to the role. <p>Desirable:</p> <ul style="list-style-type: none"> • Demonstrated experience in program design, implementation and review. • Familiarity with local schools, mental health, health, NGO and government services. • Willingness to supervise volunteers and or students if required • Experience in facilitating and formulation of therapeutic and psycho-educational group work programs for young people and parents. • Experience or willingness to assist in the execution of community events

<p>Knowledge and Skills</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Knowledge of the development of mental health issues and the risk factors that contribute to the development of mental health issues, drug and alcohol misuse, homelessness and disengagement from education or employment in young people. • An understanding of case management methodology, models and systems. <p>Desirable:</p> <ul style="list-style-type: none"> • Capacity to work independently. • Collaborative approach to problem solving and teamwork. • A high level of written, oral and interpersonal communication and organisational skills. • Training and experience in brief intervention, stages of change and motivational interviewing principles. • Understanding of trauma framework. • Advanced computer literacy. • Ability to manage time and multiple demands, as well as ability to meet deadlines.
<p>Personal Qualities</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Genuine interest and commitment to work with at risk young people. • Ability to work collaboratively as a member of a small team. • Personal values are congruent with the organisational values.