Position Description

Program or Function name: Foster Care

Role Title: Case Manager – Circle Program

Award Classification: (If relevant) SCHCADS Level 6

Reports to: Team Leader

OzChild

OzChild supports vulnerable children and young people by providing healing, preventing abuse and neglect and strengthening families.

OzChild was founded in 1851 and exists to serve the needs of vulnerable children, young people and families. Our vision would see a society where all children live happily in a safe and caring environment. They have their needs met, have a home in which they are well cared for, well-educated and the support that they need to be the best they can.

OzChild employees will endeavour to maintain a service environment (whether it be in the home, on OzChild premises or other locations) where children and young people are physically and psychologically free from exploitation, abuse, illicit drugs and alcohol at all times. All employees have a duty of care in this regard as child safety is critical to OzChild’s vision and purpose.

Child Safety

OzChild's recruitment and selection procedures reflect our commitment to the safety of children. Relevant screening, police checks and Working with Children Checks will be required.

OzChild is committed to creating a child-safe organisation that aligns with our organisational purposes, all relevant Australian legislation and the United Nations Convention on the Rights of the Child. It is a requirement that all OzChild staff, volunteers and carers work to create a child-safe culture, protect children and report observed or suspected abuse and neglect of children to OzChild management and to authorities as required.

Role Purpose Summary

The Circle Program is a funded Therapeutic Foster Care service and is a collaborative partnership between OzChild and the Australian Childhood Foundation (ACF). OzChild Home Based Care program holds responsibility for the case management aspect of this program.

The purpose of the position is to improve outcomes for children and young people by delivering services and program outcomes through enhanced therapeutic support, supervision, and development of clients in the Foster Care program.

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:
• **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.

• **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high quality services to children and young people, their families and to carers/volunteers.

• **We deliver innovative solutions:** Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan.

• **We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles.

• **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

**Position Specific Responsibilities**

• Lead the Care Team in supporting the child or young person’s placement including assessing, implementing and reviewing care planning using the Looking After Children assessment framework.

• Work in partnership with the ACF Therapeutic Specialist to ensure a co-ordinated, effective and timely response to children, carers and families of origin.

• Ensure the active age appropriate participation of children in assessment and care planning and other decision-making processes.

• Identify, negotiate and coordinate the delivery of services to meet the child’s needs, including respite services as appropriate.

• Ensure that the care team monitors and regularly reviews each child’s or young person’s and family’s progress against permanency objectives.

• Provide Supervision to Circle Program carers with a focus on developing therapeutic parenting strategies to meet the needs of the child or young person in their care.

• Work in partnership with carers to assess plan and meet the needs of children in their care.

• Participate in the recruitment, accreditation and training of carers as required and in the annual review of carers according to program guidelines.

• Lead effective care and transition planning transition for children and young people exiting placement.

• Ensure cultural connection is achieved for the child with the inclusion of relevant ACCOs such as Lakidjeka, VACCA and the KESO Service in all Case and Care planning decisions.

• Ensure compliance with DHHS Program Requirements for Home Based Care Service in Victoria.

• Maintain case records and relevant client data bases in accordance with program procedures.

• Coordinate with and provide reports to the Department of Human Services in relation to service issues, referrals, case contracting, case reviews, placement support grants and similar matters.
Key Job Relationships

<table>
<thead>
<tr>
<th>Internal</th>
<th>External</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Team Leader Care Supervision &amp; Intake</td>
<td>• Clients and their families</td>
</tr>
<tr>
<td>• Wider foster Care staff</td>
<td>• ACF</td>
</tr>
<tr>
<td>• Carer Recruitment team</td>
<td>• Foster Carers</td>
</tr>
<tr>
<td>• Intake Team</td>
<td>• DHHS, Child Protection</td>
</tr>
<tr>
<td>• Program Leadership Team</td>
<td>• Other community or welfare agencies</td>
</tr>
<tr>
<td></td>
<td>• Schools, Child Care, Health Professionals, etc</td>
</tr>
</tbody>
</table>

Qualifications

• Bachelor’s Degree in Social Work or equivalent that is recognised in Australia.

Screening and Licences

• Satisfactory safety screening (Police & Working with Children Checks relevant to where OzChild deliver services).
• Must be able to drive, provide and maintain a valid Drivers’ Licence and have access to reliable transportation.

Skills and Experience

• Problem solving and developing solutions to meet customer needs.
• Applying policy and procedure to decision making.
• Experience of complex case management and working with children, young people and their families.
• Demonstrated success in delivering outcomes in a client focussed program.
• Teamwork.
• Building positive and productive professional relationships.
• Strong written and verbal communication.
• Attention to detail.
• Solid professional judgement.
• Application of theoretical frameworks relevant to children in alternative care.
• Knowledge and application of child protection legislation and practices for children at risk.
• Demonstrated achievement of outcomes through advocacy on behalf of those in need.
• Application of assessment skills.
• Demonstrated capability in conflict resolution, influence and negotiation skills.

Responsibilities shared by all Foster Care team members

• Advocate for system transformation and change within OzChild and within external networks, helping to develop solutions that have proven outcomes.
• Advance and embed outcomes of Safety, Well-Being and Permanency for all Children and Young People in our Services.
• Support carers to be culturally attuned and develop cultural competence.
• Contribute to the development of OzChild’s profile through building positive relationships with networks, government departments, agencies and external service providers.
• Develop relationships with peers in the sector to inform business improvement and facilitate learning.
• Deliver quality, effective and efficient program services consistent with customer requirements, the OzChild Strategy and OzChild Way.
• Maintain focus on achievement of outcomes for Children, Young People and Families through supervision and provision of positive support for carers and partnering with other foster care program teams to deliver consistent and quality support to families.
• Inform development priorities and curriculum through assessment of trends in client/carer/family needs and performance through oversight of focused needs assessments and care plan outcomes; monthly and annual reviews; and analysis and maintenance of up-to-date records and case management notes.
• Initiate and implement continuous improvement in program practice through analysis of outcomes, evaluation and learning from interactions and incidents; and analysis of client/customer feedback to identify process, productivity and efficiency opportunities.
• Drive improvement by escalating recommendations for improvement to leadership team for further analysis.
• Build operational partnerships with the other teams to enable strong working relationships and facilitate issues resolution.
• Maintain strong communication with carer supervisors, team leaders and other foster care teams to ensure positive and professional processes are in place.
• Develop and maintain relationships to ensure the delivery of planned outcomes for the child.
• Ensure Risk Management and Quality of Care processes are in place and managed across all service delivery, including management of incidents consistent with external and internal policy and procedural requirements and a focus on customer and client outcomes.
• Mitigate risk and streamline delivery of quality response through: implementation of Incident management processes; identification and addressing trends and advocating for change.
• Demonstrate accountability for adherence to the principles, policies and processes inherent in internal and external quality, safety and governance framework.
• Implement relevant quality systems and processes to facilitate continuous improvement, compliance and alignment to OzChild processes.

**Mandatory Training**

All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

**Organisational Responsibilities**

• Demonstrated ability to work as part of, and contribute to, a person-centred team.
• Facilitate good working relationships with all services of OzChild, the clients, their families and other people significant to the client.
• Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
• Attend client, employees related meetings, workshops, conferences and training as required.
• Ensure privacy and confidentiality are upheld at all times.
• Be familiar and comply with OzChild policies, procedures and other work instructions as updated from time to time.
• Represent OzChild and our services in a positive manner at forums, meetings and training with external agencies.
• Assist in the development of continuous improvement and service accountability initiatives as needed.

OzChild People Responsibilities

• Ensure compliance with OzChild’s Code of Conduct, policies and procedures, and commitment to cultural awareness and child safety;
• Demonstrate commitment to diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination;
• Participate in and complete all mandatory training, and participate in other training and development opportunities to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position;
• Embrace and utilise technology and new ways of working to enhance collaboration, effectiveness and outcomes;
• Ensure the safety and well-being of self and other;
• Work together as a team and encourage and support others within their team;
• Speak up, and making it clear when behaviour is unacceptable;
• Support those who are affected by breaches of this policy and encouraging them to take action;
• Raise concerns and or complaints in a constructive manner, including identifying possible solutions.

Safety and Wellbeing Responsibilities

• Assume accountability for safety and wellbeing for self and others;
• Undertake all duties safely and in accordance with applicable policy, procedures and processes;
• Participate in safety and wellbeing consultative forums and contribute ideas to improving safety and wellbeing;
• Where appropriate, participate in workplace safety and wellbeing training, programs and initiatives;
• Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks.;
• Report any work related or non-work related injury or illness;
• Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work related and non-work related Health Condition/s.
Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.

I have read and understood the position description.
Team Member Name: 
Team Member Signature: 
Date: Click here to enter a date.