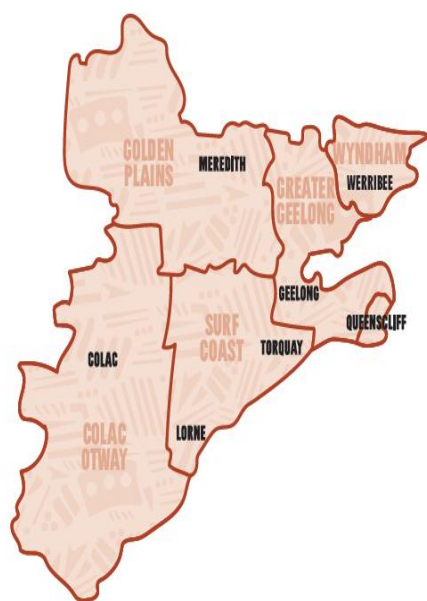


Wathaurong Position Description

Position Title	Family Services Case Manager	Contract	Full time – Fixed term (12 months)
Identified Position	No- Aboriginal and/or Torres Strait Islander peoples are encouraged to apply		
Business unit	Family Services, Out-Of-Home Care		
Award	Social, Community, Home Care & Disability Services Industry Award - Social and Community Services Employee		
Classification	4.1		
Reports to	Family Services Team Leader		
Direct Reports	NIL		

Wathaurong Aboriginal Cooperative



(Pictured - Wathaurong Service catchment area)

Wathaurong was formed by Community in 1978 as a place of common ground where Aboriginal people could be together and share in a sense of Community with formal registration in 1980 to support the social, economic, and cultural development of the local Aboriginal Community people. Wathaurong is an Aboriginal Community Controlled Organisation governed by an Aboriginal Board who are elected through the Annual General Meeting process annually, with their Chief Executive Officer to operationalize the strategic directives of the Board.

Wathaurong operate on the traditional lands of the Wadda Wurrung, Boonwurrung, Gulidjan and Gabudanud peoples. Our support focus on the local government areas of Geelong, Wyndham, Golden Plains, Colac Otway, Surf Coast and Queenscliff.

Purpose of the Role

- Undertake an assessment with the family to identify the issues that are impacting on family functioning.
- Develop, implement and review Child and Family Actions plans.
- Provide support which encourages positive parent-child relationships, provides advice about parenting and help to set up routines within the home.
- Develop and provide consistent and culturally appropriate information to families about a range of parenting issues as required.



Purpose of the Role
<ul style="list-style-type: none">• Support families to attend relevant services.• Connect families together as appropriate.• Participate in outreach activities and home visiting to support client families as required.• Participate in the coordination of effective, culturally respectful case planning and management with other relevant services to ensure holistic quality care.• Develop, collect and maintain resources specific to the client target group.• Maintain regular contact with appropriate child and family service providers by attendance at interagency meetings, working groups, etc.• Maintain comprehensive and accurate documentation and prepare reports as required.• Advocate for families with Child Protection involvement.• Transporting Children and Families to appointments, events and any activity that would be seen to positively contribute to outcomes.• Contribute to Child Protection processes including case reviews, case planning and changes in orders that the clients are subject to as well as contributing to completing risk assessments as directed.• Understand and implement strengths-based approaches to work with families.• Understand and implement the Best Interest Case Practise model.

Primary Responsibilities
<ul style="list-style-type: none">• Use computer reporting systems (IRIS/Internal systems) to accurately record case notes and compile both physical and electronic files.• Organise Care Team Meetings (CTM), Professionals meetings, provide information and support to community AFLDM conveners around organising family meetings.• Accept referrals from the Team Leader or Child FIRST as directed by the Team Leader in their absence.• Have and continue to develop a sound professional network with schools, carers, families, community and other services to work holistically with families and be able to utilise external and internal services.• Contribute to the completion of case reviews with DHHS workers when requested.• Advise to other internal and external programs about the role and purpose of Innovations.• Deal with complex client needs.• Manage client brokerage and reflect expenditure through internal documentation and processes• Liaise with services to encourage a culturally appropriate services is provided by them when requested/appropriate.•

Selection Criteria
Essential <ul style="list-style-type: none">• Demonstrated experience in working with and understanding the development and therapeutic needs of Aboriginal and Torres Strait Islander families who have experienced abuse and neglect.



Primary Responsibilities
<ul style="list-style-type: none">• Demonstrated understanding of social, physical, economical, and cultural strengths and challenges affecting Aboriginal communities and their ability to access adequate and quality services.• Demonstrated understanding of Family and Children’s Services and relevant Commonwealth and State Policies, Legislation and Standards.• Experience or demonstrated capability to lead and support team members in an education or community service environment.• Relevant qualification (or working toward) in Community Services, Social Work, Psychology, or related area and/or experience providing support services to families and young children• Excellent interpersonal skills with ability to develop positive stakeholder relationships and communicate with diverse individuals in a culturally appropriate manner• Ability to demonstrate resilience and work in challenging and high-pressured environments• High level communication skills including a high level of accuracy, record keeping, and report writing abilities along with excellent negotiation, conflict resolution, and consultation skills.• Ability to work effectively and cooperatively as part of a team and follow processes• Knowledge of safe and appropriate culturally centred practices for Aboriginal and/or Torres Strait Islander focused services, including employment of Aboriginal and/or Torres Strait Islander people.• Demonstrated understanding of social, physical, economical, and cultural strengths and challenges affecting Aboriginal communities and their ability to access adequate and quality services.• Understanding of the purpose and expectations of the Victorian Child Safe Standards and demonstrated commitment to contributing to a child safe organisation in both practice and culture.
Desirable <ul style="list-style-type: none">• Identify as Aboriginal and/or Torres Strait Islander.• Demonstrated experience working with Aboriginal Community Controlled Organisations.

Conditions of Employment
<ul style="list-style-type: none">• Must pass a National Police Record Check.• Must pass and hold a Working with Children’s Check throughout the period of employment.• Must hold a current Driver Licence• Must pass safety screening checks as required based on the position and/or as requested by the funding body• All positions are subject to funding.• All positions are subject to an initial six (6) month probationary period.• Other terms and conditions are in line with the relevant industrial instrument and internal policies.



Wathaurong's Commitment to Safety
Wathaurong is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We report any allegations and wellbeing concerns to authorities.

Physical requirements & environmental conditions of the role	
The following table identifies the physical and psychological work environment characteristics that are inherent requirements of the role. Where possible, Wathaurong will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of their roles. <i>A signed pre-existing condition declaration form is required to be completed prior to commencing in this role</i>	
Required activities / working environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Sometimes
Driving, in & out of vehicles	Sometimes
Lifting/moving equipment	Sometimes
Walking, climbing stairs, bending	Sometimes
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations <i>(Due to the nature of our work, there may be times when staff are exposed to behaviour, language and/or situations that can be confronting)</i>	Often
Working outside in differing weather conditions	Rarely
Attending external locations including client homes	Rarely

Position Description Acceptance

Signed by the Employee:

I have read and understood the above and agree to carry out the duties listed in my Position Description.

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Name	Signature	Date
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