

Koorana Child and Family Services - Position Description

Position Title: Case Manager

Reporting Relationship: Team Leader

Direct Reports: None

1. Position Purpose

Koorana works with all children, and is committed to delivering quality children's services through the provision of early childhood education, intervention and family support in ways that acknowledge and respect all individuals. Services are provided across the Inner West and South West areas of Sydney, and surrounding suburbs.

The Case Manager is responsible for ensuring the provision of support to families that have a child with a developmental delay, disability and/or challenging behaviour, by providing families with individual case management and supportive group options.

2. Organisational context of the position

Koorana's management structure positions the organisation for ongoing growth and development. The Board of Management is responsible for governance and is legally responsible for Koorana's outputs. The Chief Executive Officer (CEO) is employed to manage the strategic directions of the organisation and to broadly oversee the efficiency of the organisation's major functions. The General Manager Client Services supports the CEO by leading all of Koorana's service delivery, supported by two Service Operations Managers, covering the

- South West Sydney (SWS) areas of Bankstown, Liverpool and Fairfield and surrounding suburbs
- Inner West Sydney (IWS) areas of Canterbury, Marrickville, Leichhardt, Ashfield, Burwood, Strathfield and Canada Bay and surrounding suburbs.

The CEO, General Manager Client Services and General Manager Corporate Services form the Executive Management Team.

Koorana values self determination, access and equity, mutual respect, collaboration, and ethics & integrity. Our practice is driven by family centred principles, evidence based best practice, fostering natural community inclusion, quality management, and the key worker model.

Koorana is committed to delivering family-centred services that

- respect, support and enhance the vital role the family plays in their child's life and development
- recognise the ways in which a child's abilities, disability, developmental delay or challenging behaviour can impact on all family members.

Koorana's services are designed to ensure that families are well informed, have choices, and are supported in their decisions.

3. Position Responsibilities

3.1 Provide a quality support service

- Provide information and advice about mainstream, informal and specialist community support options and services to families, service providers and professionals
- Coordinate linkage of relevant information to assist the individual and their family to identify service needs, access appropriate supports and services (specialist and mainstream), enhancing their ability to manage complex systems
- Empower families with strategies to use in everyday life
- Jointly develop and implement individual family service plans that reflect family goals and actions to meet those goals
- Regularly review and revise individual family service plans in consultation with the family
- Facilitate group based programs and activities as determined by needs based planning
- Work within Koorana's Code of Conduct, treating families and children with dignity and respect to culture and beliefs
- Ensure adherence to legislative requirements in regard to Child Protection, Work Health and Safety and Disability Standards.

3.2 Effective and timely completion of administrative tasks

- Develop an effective timetable for the delivery of case management services
- Timely completion of all required documentation, reporting, and record keeping tasks
- Keep an up to date record of each family's individual family service plan
- Ensure documentation is appropriately filed and parents/carers receive copies in line with organisational procedure.

3.3 Professional responsibilities, advocacy and representation

- Adherence to operational guidelines for service delivery as outlined in the organisation's policy and procedure documents
- Represent or attend relevant external meetings, including interagency networks, and community forums where appropriate
- Promote the services of Koorana through a range of communication strategies
- Represent or attend relevant external meetings, including interagency networks, and community forums where appropriate
- Participate and/or present on behalf of Koorana at conferences, workshops etc. as required
- Initiate contact and regularly liaise with other relevant professionals and organisations in a collaborative and consultative manner
- Take responsibility for direct student supervision or alternatively, participate in the student supervision process as required
- Contribute to and/or participate in relevant research conducted either by Koorana or an approved outside party when required
- Employ current best practice and research based principles into work performance.

4. Key Selection Criteria

Qualifications

- Tertiary qualifications in Social Work, Psychology or a related field
- Membership of the relevant professional body.

Experience & Skills

- A proven understanding of child development and evidence based practice in early childhood
- Experience delivering strength-based case management for families who have a child with a disability
- Knowledge of the principles of family-centred practice
- Experience working within a team environment
- Demonstrated ability to take initiative, prioritise, plan ahead, anticipate risks and problem solve
- Demonstrated ability to work in a culturally diverse community
- Proficiency with Microsoft Office computer applications.

Personal attributes

- Respect for the philosophy and values held by Koorana
- Exceptionally well organised
- Current Driver's License
- Access to a comprehensively insured vehicle.

5. Personal and Professional Development

- Maintain membership of their appropriate relevant professional body
- Attend internal/external training as appropriate
- Participate in a performance development & review process
- Participate in at least one unpaid, out of hour's community activity in each calendar year (e.g. AGM, local festivities etc.)

6. Confidentiality

All operations of Koorana Child and Family Services including client, program and administrative information is confidential and is not to be disclosed to any person at any time. This restriction on disclosure of confidential information continues to apply in the event of employment with Koorana ceasing.