

Position Description

Position Title	Case Manager – The Girls Refuge
Reports to	Service Coordinator
Supervises	NIL
Responsible for	Case Managers provide support, case planning and advocacy for clients. Key responsibilities include: <ul style="list-style-type: none"> • Needs assessment • Case planning and management • Advocacy • Referral and coordination • Record keeping • Crisis intervention
Location	Inner West

Conditions of employment

Employer	Detour House Inc.
Hours per week	38 hours per week Rotating shifts of 8.30-7.00pm 1 week of on call duties required every 4 weeks.
Status	Full-time
Award	Modern Award SCHADS
Classification	SCHADS Level 4
Benefits	<ul style="list-style-type: none"> • Exciting career opportunity working in a female led service • Generous salary sacrifice available. • Access to ongoing professional development. • Monthly team well-being activities. • Fortnightly supervision and EAP access. • Inclusive and supportive organisational culture.

Purpose of Position

Provide quality services through case management, education, mediation and support to girls and non-binary young people engaged in the program who are homeless or at risk of homelessness.

Resolve crises and promote empowerment to support girls and non-binary young people to make healthy choices to improve the quality of their lives and work towards securing stable accommodation and employment.

Key Accountabilities

Case Management

- Undertake initial assessment, referral, admission, and orientation of clients and monitor their progress.
- Develop case management plans, review, and monitor plans with clients which identify clients' presenting issues/problems and underlying areas of concern, and determine appropriate levels of support.
- Conduct case management of clients which is client-centred, empowering and assists clients meet their goals for stable housing, resolve crises, and develop or progress goals to achieve a secure, positive recovery.
- Create and maintain high quality client files, update progress notes and case management plans for each client.
- Assist clients to resolve conflict and negotiate agreed actions.
- Inform clients of their rights and improve knowledge and skills to access community, health and other services.
- Enter all client information into the Client Information Management System (CIMS).
- Assist residents to organise and participate in recreational activities.
- Provide follow up support to monitor progress and provide further assistance if required, in accordance with program guidelines.

Administration and supervision

- Answer phones and reply to messages, and document communications in line with policy
- Report incidents in line with policy.
- Input quality statistics and client information into CIMS.
- Prepare letters/emails and attend to other client related administrative duties.
- Assist in supervising students and other volunteers as required.
- Prepare for and actively participate in regular clinical supervision sessions.
- Comply with all Detour House Inc Policies and Procedures.
- Contact housing providers as per joint working agreement during the tenancy of transitional housing clients.

Teamwork and Agency Development

- Provide peer support to and share expertise with other staff members and students on placement.
- Actively contribute to staff meetings, accreditation activities, performance appraisals and professional development initiatives.
- Contribute to the development, implementation and evaluation of the TGR service model and service delivery plan, policies and procedures.
- Maintain appropriate level of skills and knowledge of youth and homelessness issues through regular training and networking.
- Develop and maintain a working knowledge of other agencies and services for appropriate referral of clients.
- Participate as on call every four weeks.

Group Work

- Plan devise and collate effective group material.
- Prepare and facilitate groups to promote confidence and skills development.
- Participate in planning weekly groups in response to client needs.
- Deliver and facilitate groups using a trauma informed and strengths-based approach.
- Respond to group evaluation and make appropriate changes based on best practice principles.

General Accountabilities

- Work as part of the wider Detour House Inc. team displaying effective team membership by assisting with and participating in whole of service events and supporting events run by other Detour House programs.
- Participate in training and performance appraisal as required.
- Meet fortnightly for supervision with the Service Coordinator.
- Perform all duties in accordance with the Detour House code of conduct, the policies and procedures and philosophy.
- Perform all duties in line with EEO policy and WHS safety standards, ethical practice principles and a commitment to the principles of cultural diversity.

Essential Selection Criteria

Degree qualification in Social Work or related field such as Social Science or Psychology.

Demonstrated competency in the following:

- The provision of evidence-based, trauma-informed care and for teenage girls and young women experiencing the effects of trauma, mental and physical health issues, compounded by problematic alcohol and other drug use and who are homeless and at risk of homelessness.
- Working with girls/young women and their families/kin.
- Strong knowledge of child protection legislation including mandatory child reporting and FACS Best Practice Guidelines.
- Managing a caseload minimum of 5 clients.
- Creating and delivering individual case management plans that incorporate problem formulation.
- Assessment of clients' physical and mental health well-being and social connectedness through rigorous intake process.
- Identify needs for referrals to appropriate services.
- Develop and build relationships with other services and stakeholders for new clients, support and exit.
- Evaluate and adjust client progress, write case notes in CIMS database.

Commitment to:

- Actively participating in peer supervision.
- At times working out of hours, including weekends as part of a rotating roster

Desirable Selection Criteria

- Minimum three years' experience in residential care or a similar role.

- A robust understanding of the youth and homelessness sectors
- A demonstrated knowledge of the service system or Under 16's experiencing or at risk of homelessness.
- Experience with CIMS

Compliance requirements

- Current NSW Driver's License.
- Clear Working with Children and National Criminal History Record checks.
- Covid-19 Vaccination Certificate.
- First Aid Certificate.

This position description is subject to change in line with duties and strategic objectives.

The position is dependent on continued funding from the Department of Communities and Justice.

Please note: Due to the complex nature of its female clients, TGR only employs female staff and is exempted under the NSW Anti-Discrimination Act 1977