



Title	Intensive Family Support Case Manager (DV)
Classification	Level 5

PRIMARY PURPOSE OF POSITION

YFS Ltd and Beaucare have been funded to provide an Intensive Family Support Program that will support vulnerable families to increase their strength and resilience through proactive, persistent engagement, and focused case planning and case management that combines practical support with skills development.

Program outcomes include:

- Improving the well-being and safety of children and their families
- Increasing the capacity for families to care for and protect their children
- Preventing entry or re-entry to the statutory child protection system

This case management role entails resourcing parents to fulfil their responsibilities to protect and care for their children, and to strengthen families:

- practical skills in accessing housing, household management and budgeting
- confidence in parenting
- child development knowledge and parenting skills
- capacity to protect and care for their children
- connections with informal supports including friends, family and community
- communication and relationships including partner to partner and parent to child
- capacity to manage stressors in their lives
- access to, and use of, services and resources required to meet their needs
- access to services which promote child development, health and education

ORGANISATIONAL ENVIRONMENT

Refer to Organisational Description (101179) on Qudos.

REPORTING RELATIONSHIPS

Position title of direct Supervisor

- This position reports directly to the line manager.

Titles of positions that report to this position

- Nil.

Significant internal relationships

- Intensive Family Support Coordinator and colleagues
- Other YFS and Beaucare staff

EXTENT OF AUTHORITY

This position does not have a responsibility for budgetary or policy decision making. Decisions other than day-to-day operational matters should be made in conjunction with the nominated line manager.

KEY RESPONSIBILITY AREAS

Duties and responsibilities include, but are not limited to:

1. Service Delivery

- To provide purposeful and tailored case management services to families. This includes: assessment, planning, service delivery in accord with goals, reviewing and record keeping.
- To apply domestic and family violence risk assessments and planning when required.
- To provide advice to colleagues on appropriate responses to domestic and family violence.
- To model and mentor families through providing practical strategies and assistance such as morning routines before school, budgeting and maintaining tenancy commitments.

To link families with relevant expertise and connections in the community including referrals to services such as counselling, parenting programs, child and youth mental health, support to access a GP, referrals to psychologists, sports clubs.

2. Networks and Partnerships

- Build and strengthen partnerships with other organisations, universal services and sporting and recreational clubs to maintain effective, accountable services for clients.

3. Leadership and Organisational Values

- Apply YFS values, ethics, policies and procedures across all work practices.

4. Workplace Health and Safety

- Exercise due diligence in acquiring and updating knowledge to maintain compliance with all YFS WH&S systems, risk management processes and legislation.

5. Quality and Planning

- Contribute to continuous improvement of service delivery, operational guidelines, organisation policies and procedures.

6. Resources

- Contribute to a cohesive team environment through effective communication and presentation of ideas.
- Use of vehicles, mobile phones, computers/laptops, video/camera and program equipment of the organisation with honesty, accountability and transparency.

7. Administration

- Maintain client information to ensure compliance with YFS policies and procedure and quality assurance requirements.

KEY COMPETENCIES

- Significant knowledge and experience in applying an appropriate framework for assessment and intervention in relation to family violence and child protection
- Knowledge and experience in working within a case management framework
- Knowledge, skills and experience in providing prevention and early intervention services to families
- Knowledge of childhood development and how to address family dysfunction
- Knowledge of the underlying individual, family and societal issues impacting parents' protection and care of their children
- Proven experience and professional ability to problem solve and resolve conflict whilst working as part of a team and/or independently
- Refer to the level 4 competencies in the SCHADS Award
- Ability to relate to clients and their families from diverse cultural and socio-economic backgrounds

REQUIREMENTS OF THE POSITION

Qualifications

- Possession of relevant tertiary qualifications and/or experience.
- Current Queensland C Class driver's license.
- Current First Aid Certificate or ability to obtain.
- Current Positive Notice Blue Card and Disability Services Positive Notice Card or ability to obtain.

ADDITIONAL INFORMATION

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All people employed by YFS are required to observe its policies and procedures.

Employment in the position will be subject to an annual Performance Plan and Review, with initial appointment subject to a probationary period of five months.