

Position Description

Position:	Case Manager, FLO	Reports To:	Manager, Employment, Education and Training
Programme:	Flexible Learning Options (FLO)	Location:	Southern Metropolitan Adelaide
Award:	SCHADS	Classification:	Level 4

Job Purpose

The Case Manager, FLO (Flexible Learning Options) works with young people who are disengaging from education, together with their families, schools, community groups and businesses with the aim of addressing their barriers and assisting them to achieve SACE and transition into further education, employment or training.

Responsibilities and Accountabilities

1. Provision of professional assessment, strength based interventions, goal planning, and ongoing case management in partnership with the young person.

- Evidence that case plans reflect the needs of the clients.
- Evidence that client confidentiality is maintained at all times through the use of appropriate information management.
- Evidence that young people are being supported to access education/training, health services and other professional services that may be required.
- Evidence of providing an opportunity for initial and ongoing assessments of each client's literacy levels and individual needs (Compass, FLTP, CYPFS).
- Evidence of the effective management of a case load of 25 clients for a full time position.
- Strength based Case management in line with ARACY Common Approach.

2. Work effectively in a team environment

- Demonstrated ability to follow directives from the Team Leader and Manager.
- Evidence of attendance and contribution at team meetings both at the program and office level, using ENRICH as the standard of performance.
- Evidence of working effectively with other members of the team and other Baptist Care SA programs.

3. Administration Tasks

- Evidence that case notes are completed after every client interaction and documented appropriately.
- Evidence of regular and up to date client reports provided to the schools and Line Manager/Team Leader as per FLO guidelines.
- Evidence of petty cash reconciliation tasks are completed according to services policy and procedure.
- Evidence that client files are maintained according to program, organisational and funding body requirements.

4. Ensure a client focus service is provided

- Evidence of effective service delivery as seen by feedback from young people.

- Adherence to relevant codes of conduct and ethical standards is occurring.
- Evidence that innovation and creativity is being used in service delivery.
- Evidence that appropriate empowering professional relationships with the young person are maintained.
- Evidence that referrals are actioned within the timelines that are stated in program guidelines.
- Evidence that clients are being provided accurate information, appropriate referrals and advocacy when needed.
- Evidence that appropriate networks are utilised in supporting and advocating for clients.

5. Capacity to self-manage

- Demonstrated ability to recognise limitations in regards to clients' needs.
- Evidence of engagement in continuous learning and up-skilling activities.
- Participation in regular supervision meetings has occurred.
- Demonstrated ability to seek advice and assistance when required.

6. Facilitate engagement and outreach activities for clients

- Evidence of the planning and delivery of engagement activities.
- Evidence of positive client feedback and engagement of program delivery.
- Evidence of contractual and compliance activities updated for each program.

7. Develop relationships with other agencies, networks and community stakeholders to assist with the delivery of projects that will assist to strengthen partnerships in the community

- Evidence of participation in networks and activities to develop and maintain relationships with stakeholders.

8. Work Health and Safety (WHS)

- According to the WHS Act 2012, an employee must take reasonable care to protect their own health and safety, and have responsibilities to:
- Ensure that they do not increase the risk to the health, safety or welfare of others through any act or omission.
- Obey reasonable instructions that are designed to protect their health, safety and welfare.
- Use, in the appropriate manner, equipment that is provided to protect their health, safety or welfare.
- Not wilfully interfere with, or misuse, items or facilities provided in the interest of health, safety or welfare of employees.
- Ensure that they are not affected by alcohol or any other drug to such an extent that they endanger themselves or others.
- Report promptly, any hazards, incidents or injuries to their Team Leader/Manager.

9. Quality improvement

- Participate in organisational communication and development systems such as web discussion groups, staff meetings, planning and review days and quality assurance programs.

- Adopt 'Lean Management' principles to ensure improvement in practices and effective use of resources in order to improve performance of corporate services.
- Work with other team members to improve service outcomes for clients and employees by effective complaint management via Riskman, stakeholder feedback and responses to service audit processes.

10. Know and apply Baptist Care SA policies and procedures

- Demonstrated alignment to the Baptist Care SA mission and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Evidence of harmonious working relationships with Baptist Care SA employees, volunteers and other stakeholders.
- Management of risk and ensure compliance with Workplace Health Safety to the highest standards.
- Demonstrated alignment to Child Wise Accreditation to provide and ensure a safe and nurturing environment for all clients of Baptist Care SA.

Essential Qualifications, Experience, Competencies:**Qualifications**

- Minimum Certificate 4 in Youth Work, Youth Justice or Diploma in Youth Work or Youth Justice

Experience

- Minimum 3 years' experience working with at risk youth or equivalent experience in community services; or
- Work experience working with young people in a learning centre environment

Competencies (Knowledge, skills and behaviours):

- Demonstrated ability to work autonomously and within a team
- Demonstrated commitment to quality service and continuous improvement
- Demonstrated high level interpersonal and communication skills
- Demonstrated ability to develop case plans and maintain case notes
- Demonstrated ability to use information technology systems
- Demonstrated commitment to personal development and ongoing training

Specific employment requirements

- A valid full South Australia driver's licence (C Class)
- A valid DHS (formerly known as DCSI): Child-Related Employment Screening
- A valid National Police Check
- Training – Child Safe Environments
- Ability to work outside of normal office hours may be required
- Travel within South Australia and interstate may be required

Desirable attributes

- Degree in Social Work or Psychology would be an added advantage

MONITORING, EVALUATION AND REVIEW

Status:	Choose an item.	Control:	People & Culture
Signature:		Version:	1.0
Effective Date:		Review Date:	