

Position title:	Case Manager	Reports to:	Team Leader
Program / Department:	Aboriginal Torres Strait Islander Men's Accommodation Service (ATSIMAS)	Primary work location/s:	Bowden
Direct reports:	Nil	Key stakeholders:	Bowden Lodge team, ENU, NDIA, Disability Pathways
Award:	SCHADS	Classification:	SACS Level 4

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

<p>Integrity</p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p>Compassion</p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p>Empowerment</p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p>Innovation</p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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About the role

Case Managers provide comprehensive assessment, individualised case management, mental health support and purposeful transition planning within a Trauma Informed practice framework with the aim of resolving homelessness and supporting mental health recovery and stability.

An objective of this position is to enhance the quality of client experience and satisfaction of the service, and to promote continuity of care. To achieve this, case management processes are inclusive of the strengths and capacity of individual clients and promote achievable goals in negotiation with housing providers and funding bodies.

Role responsibilities

Provide Case Management

- Receive allocations of clients from Team Leader.
- Provide Case Management as per Baptist Care SA's Tapa Marnini-apinthe Practice Framework.
- Undertake professional practice, actively contribute to supervision and professional development, and perform work duties to an appropriate standard.
- Where appropriate, seek opportunities to collaborate with partner Aboriginal Community Controlled Organisations in the delivery of client work, ensuring clients identity is honoured and supported.

Record Keeping

- Keep accurate client records .
- Record client information as per data collection methodology in program operational manual.
- Ensure all contractual data requirements are adhered to.

Safeguarding

- Ensure that case management services safeguard, celebrate and empower the client's cultural identity and connections, especially focussing on marginalised groups such as Aboriginal and Torres Strait Islander Peoples. Culturally and Linguistically Diverse clients, LGBTQIA+ and communities, and others.
- Proactively assess safety of clients, their family members. Work with the client and family to promote the safety of all, ensuring there is a record of safety plans.
- Report to relevant authority (SAPOL, CARL) where required.

Ensuring practice confirms to the service in line with the Operational Framework and Best Practice Principle

- Ensure compliance with relevant legislation, regulations, standards, codes and contracts.
- Participate in client and staff consultation to identify areas for service improvement.
- Utilise feedback from consultations to assist in improvement of service delivery.
- Use and develop innovative approaches, effective interventions, and good practice models to deliver services effectively and enhance operational effectiveness.
- Deliver services that promote cultural identity where appropriate.

Participate in on-going review and update of relevant policy and procedures manuals

- Assist with monitoring, review and implementation of effective policies and procedures to improve services.

Monitoring and Evaluation

- Assist with the monitoring and evaluation of service through qualitative and quantitative data, case studies and sector support to ensure maximum outcomes for clients, effective service delivery, program targets met, and service remains sustainable and attract ongoing funding.
- Actively participate in external reviews or research in line with continuous improvement and innovative service delivery.
- Participate in File Audits, Annual Review of Operational Plan, and development of work plans, practice review, supervision, and staff meetings.

Relationship and Stakeholder Engagement

- Actively contribute and participate in the Toward Home Alliance to support successful performance and innovation.
- Proactively develop and maintain effective and positive relationships with Baptist Care SA staff, volunteers, and supporters.
- Engage relevant stakeholders to partner with for various projects programs or activities where appropriate.
- Participate in applicable service-related networks and forums.
- Participate in Baptist Care SA networks meeting where appropriate.

Reporting

- Provide accurate and timely monthly report to the management team.
- All reporting to be according to requirements as set out in contracts.
- Provide incident reports to management upon request.

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures.
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Tertiary qualifications in Human Services (e.g. Social Work, Youth Work, Psychology, Community Development) or Diploma in the related field of study.
- Extensive relevant experience maybe considered in lieu of qualifications.

The experience you bring

- Experience in a similar role.

The competencies (knowledge, skills and behaviours) you bring

- Knowledge of the Aboriginal community and homelessness in the Adelaide Metropolitan areas.
- Experience in providing case management services to clients with complex needs particularly homelessness, mental health, and psychiatric disability.
- Experience working with people experiencing grief, mental health issues, dislocation, poverty, homelessness, marginalisation, poor health and undiagnosed or untreated medical conditions or disabilities.
- Practice experience of assessment, interventions, and collaboration with other professionals
- Knowledge of colonisation of Aboriginal communities, and social policy impacting Aboriginal people.
- Highly developed written and interpersonal communication skills and ability to persuasively apply them in a complex working environment.
- Understanding of relevant statutory requirements and relevant legislation and practice standards.

Other specific employment requirements

- A valid full South Australia driver's licence (C Class)
- A fully insured and roadworthy compliant vehicle (roadworthy check required)
- DHS Working with Children Check
- NDIS Worker Screening Check
- A valid National Police Check
- Training – Apply First Aid (min HLTAID003) (*as applicable*)
- Training – Child Safe Environments (*as applicable*)

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	2.0
Effective date:	14/06/2023	Review date:	14/06/2024