

Position title:	Case Manager	Reports to:	Manager Tumbelin Programs
Program / Department:	Tumbelin limestone Coast (SE)	Primary work location/s:	Mt Gambier
Direct reports:	NA	Key stakeholders:	Country SA Primary Health Network (PHN) Local Schools, GP's, Mental Health Services & Youth Justice Services
Award:	SCHADS	Classification:	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

Tumbelin is an adventure-based experiential-learning program for young people aged 13 to 18 which aims to reduce harms associated with comorbid substance use (alcohol and other drugs) and mental health issues.

The Tumbelin Case Manager establishes positive case management relationships with clients within a Restorative Practice framework and delivers adventure-based experiential learning programs aimed at helping young people increase their self-awareness and their ability to participate in positive, healthy relationships with themselves and others.

The Case Manager is responsible for the delivery of Tumbelin in the Limestone Coast region in accordance with the Country SA Primary Health Network (PHN) Contract.

The Case Manager will:

- Engage with a case load of young people with complex needs who struggle with comorbid issues including, but not limited to, substance use (alcohol and other drugs) and mental health.
- Deliver adventure-based experiential learning activities which enhance the social and emotional wellbeing of young people.
- Facilitate Discussion Group and Adventure Therapy activities including day programs, school-based workshops, overnight and multi-day camps.
- Provide 1:1 support to participants and their family member/significant other.

Role responsibilities

Implement the Tumbelin Project Plan

- Deliver Tumbelin in accordance with the Country SA Primary Health Network (PHN) Contract, Project Plan and ensure all deliverables, including client outcomes, targets, reports, and other outputs meet the Contract and Plan standards and milestones.
- Contribute to the design, documentation, implementation, administration and ongoing development of an explicit practice framework which describes the Tumbelin Case Management Model, including work directives.
- Contribute to the preparation of internal Baptist Care SA and external (funding body) reports.

Work with clients, their Families and significant Others

- Facilitate adventure therapy sessions and actively participate in adventure based experiential learning activities, including bushwalking, rock climbing, kayaking caving, mountain biking etc.
- Establish and sustain positive, healthy relationships with clients, their families and significant others, and facilitate the provision of materials and information that describe the team's explicit practice.
- Ensure that Baptist Care is delivering an effective, client-directed, outcome informed service.
- Deliver culturally sensitive and appropriate activities to Aboriginal and Torres Strait Islander clients.
- Ensure all clients consent to their participation in service delivery, program promotion and research, and written consent is obtained and stored securely.
- Undertake intake, assessment, and case management with clients.
- Record, enter and evaluate client and program data including case notes, and tailor services to meet client needs accordingly.
- Assist clients to;
 1. Make sense and meaning of their lives
 2. Identify what's important to them
 3. Identify what needs to change in their lives
 4. What their role is in making this change, so they can increase their capacity to build and sustain positive, healthy relationships.
- Assist clients to identify and develop personal strengths, access external resources, and utilise these to formulate an individual Case Plan with clear goals, including one which relates to an education/training/employment outcome.
- Utilise a range of tools and resources with clients, including the Outcome Rating Scale (ORS), Session Rating Scale (SRS), and Ecomaps to maintain a client-directed, outcome informed approach.
- Record and enter client case notes into the Baptist Care SA Client Database - AlayaCare.

- Provide for the flexible delivery of sessions and activities with clients in accordance with the Case Management Model, including 1:1 case management sessions, adventure-based activities, camps and expeditions.
- Utilise a range of resources to support clients.
- Utilise marketing and promotional materials with clients, their families/significant others, and referral agencies.

Work with Colleagues

- Actively participate in the development and effective operation of the broader Tumbelin staff team across the Mylor site and Mount Gambier site.
- Establish and sustain positive, healthy relationships with colleagues to ensure consistent delivery of Tumbelin across South Australia.
- Establish a professional development plan with the Manager and take opportunities to learn and grow professionally and meet/maintain essential individual and team qualification requirements.
- Actively participate in the development and consistent delivery of the Tumbelin explicit practice framework and Case Management Model.

Work with Stakeholders

- Establish stakeholder relationships, including with local schools, Student wellbeing Workers, General Practitioners, Mental Health Services, Youth Justice Services and other stakeholders identified in the contract to identify young people for referral.
- Leverage stakeholder relationships with local providers of housing, mental health and
- AOD (alcohol and other drug) intervention services.
- Conduct information sessions with clients and stakeholders.
- Work with the Tumbelin team to deliver School based workshops.

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; and
- 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

- Relevant degree qualification and/or a diploma with demonstrated experience (minimum 3 years) in social work, psychology, education, counselling, youth work or a related field
- Minimum Certificate IV in Alcohol and Other Drug Counselling (or willingness to work towards this or an equivalent qualification)

The experience you bring

- Minimum 5 years' relevant experience in a similar role
- Experience in facilitating camping expeditions / off grid programs.
- Demonstrated experience in working with Aboriginal and Torres Strait Islander clients and their families.
- Demonstrated experience or a well-developed understanding of working within a Restorative Practice framework.
- Demonstrated experience in the delivery of Adventure Therapy programs.
- Demonstrated experience in networking and building sustainable relationships with colleagues, clients and stakeholders.

The competencies (knowledge, skills and behaviours) you bring

- Understanding of barriers to change which affect young people with complex comorbid needs.
- Fitness to participate in adventure activities.
- Evidence of well-developed interpersonal skills both verbal and written
- Strong understanding of Microsoft Office applications and internet/intranet applications
- Effective, positive problem solving and conflict resolution skills.

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/ WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID003)
- Training – SMART Trauma Informed Care (Australian Childhood Foundation)
- Training – Youth Mental Health First Aid
- Ability and willingness to travel within South Australia as required
- Ability to work outside of normal office hours will be required
- A valid full South Australian drivers' license (C Class)

Desirable Requirements

- Industry-recognised certificates and/or qualification in outdoor disciplines (e.g. bushwalking, kayaking, rock-climbing, mountain biking) including overnight endorsement
- Promote good relations and practices towards different minority groups that support equality, diversity and inclusion.

- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

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:	Senior P&C Business Partner	Version:	1.0
Effective date:	1/07/2023	Review date:	1/07/2024