

Position title:	Case Manager-Community Connections	Reports to:	Manager, Community Connections
Program / Department:	Youth and Community Inclusion	Primary work location/s:	Adelaide Metro
Direct reports:	NIL	Key stakeholders:	Community Connections Partners
Award:	SCHADS	Classification:	Level 4

Who we are

BaptistCare 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

Community Connections program, funded by the Department for Human Services provides intensive short term case management support to individuals aged 18 – 64, with a focus on strengthening community connection, wellbeing, independence and economic participation.

Reporting to the Manager, the Case Manager works alongside clients to build on strengths, enhance resilience and support their goals across areas including, health and wellbeing, social connections, financial stability and access to community supports and services. Using an assertive outreach and person-centred approach the role empowers individuals to increase confidence, develop independence and strengthen their connection to community.

The Case Manager provides strengths-based support to assist participants to assist in navigating service systems, identifying opportunities building and sustainable networks that promote long-term wellbeing and inclusion. Working collaboratively with internal teams, community organisations, health partners, and key

stakeholders the role contributes to coordinated, responsive and meaningful support outcomes for people within the community.

Role responsibilities

Provide Client Centred Case Management to BaptistCare Clients

- Ensure high quality service delivery, which is client focused, effective, safe, culturally appropriate and meets all legislative contract requirements
- Provide a quality service to all participants following and implementing Baptistcare's Practice Framework
- Manage a case load up to 12 Participants (full time equivalent)
- Conduct Weekly case management sessions for the first 6 weeks of service and fortnightly for the remainder 6 weeks of service, with discussions and outcomes clearly documented in Alayacare.
- Provide assertive outreach case management services including home visits and community outreach visits
- Complete client intake and exit assessments in line with Department for Human Services and BaptistCare practice framework.
- Deliver small group activities with a focus on community engagement where required
- Provide a Holistic client centred assessment of participants needs ensuring to use all Department and Baptist Care reporting tools and review at end of service.
- Develop a case plan in collaboration with participant with SMART goals to be reviewed at the end of 12 weeks
- Develop strong relationships with families and community of care
- Engage and refer participants to support services based on needs and strengths
- Develop skills to effectively manage and respond to difficult and/or challenging behaviours, situations or conversations
- Develop and maintain strong relationships with other agencies, networks and other community stakeholders such as Department for Human Services, Local councils and community centres to assist with the implementation of services
- Supporting community development initiative that reduce social isolation and increase social connections across the regions
- Keep accurate client records in Baptistcare's internal client management system as well as those managed by DHS
- Provide reporting data to the Manager, Community Connections and DHS as required
- Attend training opportunities as requested to ensure working knowledge and mandatory requirements remain up to date

Team Collaboration

- Prepare and participate in 1:1 Supervision, group supervision, team check ins and fishbowl
- Role model behaviours consistent with a team culture of continuous improvement, knowledge sharing, resilience and collaboration
- Communicate flexibility in an appropriate manner, adapting communication style to meet people's needs
- Provide meaningful contributions of ideas and information within meetings and other team forums
- Prioritise and manage workloads to complete all relative administration task and service KPI's

Develop Stakeholder Relationships

- Create and maintain relationships with key stakeholders and referral partners.
- Remain aware of changes within the broader social services.

- 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.

Administration and Reporting

- Adhere to reporting, documentation, and administration requirements about changes in a client's achievement, goals, needs self-care and/or behaviour
- Actively engage in continuous quality improvement activities by providing feedback, responding to feedback, and embracing change
- Awareness and implementation of Department for Human Services incident reporting and Baptistcare's reporting and escalation process
- Completion of mandated notifications and critical incident reporting process in line with Baptistcares processes
- Complete organisational documents accurately, with appropriate level of detail to reflect and assist client-centred decision making

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

- Tertiary qualifications relevant to the work such as Bachelor of Social Work, Social Sciences, Community Development or equivalent.

The experience you bring

- Evidence of case management experience minimum 2 years
Relevant experience in applying social work theories and models to case management with restorative practice and reflective practice

The competencies (knowledge, skills and behaviours) you bring

- Sound understanding of the impact of trauma, neglect and abuse to identify, eliminate and mitigate dysregulated behaviours, using trauma informed practice
- Ability to work with others, families, stakeholders and other community partners
- Demonstration of clear and effective communication skills, including written and verbal
- Solid understanding of community development principles and social justice principles
- Experience in working with Aboriginal people and communities, with a good understanding of Aboriginal, multicultural, and social justice issues as they impact on service delivery

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 HLTAID012)
- Ability and willingness to travel within South Australia as required.
- A valid full South Australian drivers' license (C Class)
- A fully insured and roadworthy compliant vehicle (roadworthy check required)

Desirable Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity and inclusion
- 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:	P&C Business Partner	Version:	1

Effective Date:	December 2023	Review Date	December 2024
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