

<b>Position title:</b>	Case Manager TL	<b>Reports to:</b>	Team Leader
<b>Program / Department:</b>	Tailored Learning (TL)	<b>Primary work location/s:</b>	Salisbury
<b>Direct reports:</b>	NA	<b>Key stakeholders:</b>	Department for Education
<b>Award:</b>	SCHADS	<b>Classification:</b>	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><b>Integrity</b></p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p><b>Compassion</b></p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p><b>Empowerment</b></p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p><b>Innovation</b></p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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## About the role

Tailored Learning (TL) is a fee for service program funded by the Department for Education. This enrolment strategy is for young people aged 15-17 who have low attendance to mainstream school and require additional supports to achieve their SACE. The program aims to provide flexible learning which promotes client's strengths, goals in a tailored environment.

The Case Manager, Tailored Learning (TL) provides case management support for up to 25 Young People aged between 15-17 years of age who require a flexible approach to engaging in education, whilst supporting to achieve their SACE.

## Role responsibilities

### Provide Client Centred Case Management to Baptist Care SA Clients

- Ensure high quality service delivery that is client focused, effective, safe, culturally appropriate and meets all legislative and contract requirements.
- Provide quality service to all Young People by following and implementing the Baptist Care SA's Practice Framework.
- Manage a case load of up to 25 Young People (full time equivalent).
- Conduct weekly 1:1 face to face case management sessions with each Young Person, with discussions and outcomes clearly documented in Alayacare and all Department for Education Case Management Tools.
- Follow up on all non-attendance with parents, guardians and community of care.
- Escalate all concerns of nonattendance to host school and follow Social Work Duty Line Responses
- Support with the delivery of engagement programs and youth activities, such as hosting a social enterprise, end of term celebrations or life skill programs.
- Utilise creative strategies to maintain weekly attendance and engagement with young people including home visits, community outreach, school site, and worksite visits.
- Provide a holistic client centred assessment of Young Person's needs and review every six months, using the Engaging For Success tool.
- Develop case plans in collaboration with Young People and identify their goals and review every quarter.
- Complete client records such as case notes, detailed incident reports, learning reports and any other reporting required.
- Engage with Young People to develop life skills such as – budgeting, use of public transport, career development and work experience opportunities.
- Use the Success Through Engagement, Learning and Futures (SELF) tool as a resource when working with Young People to develop, goals, and engagement in learning strategies.
- Develop and maintain strong relationships with families and community of care.
- Engage and refer Young People to support services based on needs and strengths.
- Attend training opportunities as requested to ensure working knowledge and mandatory requirements remain up to date.
- Develop an enhanced working knowledge of client-centred approaches and the process of working with a client to identify their goals and aspirations.
- Develop skills to effectively manage and respond to difficult and/or challenging behaviours, situations, or conversations.
- Develop and maintain relationships with other agencies, networks, and other community stakeholders, such as, the Department for Education to assist with the implementation of services.

### Team Collaboration

- Prepare for and participate in 1:1 supervision, group supervisions, team check ins and fish bowls.
- 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 tasks and service KPIs.

### Administration and Reporting

- Adhere to reporting, documentation, and administrative requirements about changes in a client's achievements, 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 Education incident reporting, and Baptist Care SA reporting and escalation processes.
- Completion of Mandated Notifications and Critical Incident Reporting processes in line with Baptist Care SA's Processes and escalation to Team Leader where required.
- Complete organisational documents accurately, with appropriate level of detail to reflect and assist client-centred decision making.

### Personal Accountability and Self Care

- Promote and adhere to Baptist Care SA's Policies and Procedures and all relevant government legislation and standards.
- Model a professional approach to own accountability and influence others.
- Take responsibility for own professional development and maintain appropriate professional knowledge in relevant legislation.
- Maintain a safe and healthy workplace.
- Recognise own responsibility and assist others in the promotion of Baptist Care SA's image and reputation.
- Be able to address and mitigate risk in own work.

### 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

- VET Certificate IV or Diploma of Youth Work or Youth Justice
- Tertiary Qualifications relevant to the work such as Bachelor of Social Work, or Bachelor of Psychology

### The experience you bring

- Evidence of case management experience of more than 2 years.
- Evidence of experience of minimum 2 years of working with young people in a learning environment  
Relevant experience in applying Social Work Theories and models to case management with restorative and reflective practice.

### The competencies (knowledge, skills and behaviours) you bring

- Sound understanding of the impact of trauma, neglect, and abuse. Ability to identify, eliminate and mitigate dysregulated behaviours using trauma informed practice.
- Ability to work with others, families, young people, and stakeholders within the Department of Education systems.
- Demonstration of clear and effective communication skills, including written and verbal.
- Demonstration of knowledge of the importance of the families and communities of care play in a Young Persons development.
- Ability to work with others with Culturally Linguistically Diverse (CALD) Backgrounds
- Ability to understand and support the team's knowledge and understanding of culturally responsive practices.
- Skills and abilities in digital case noting and use of other relevant software.

### 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)
- Training – RAHAN EC and KSCP
- Ability and willingness to travel within South Australia as required.
- A valid full South Australian drivers' license (C Class)

### 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:	2
Effective date:	1/11/2023	Review date:	1/11/2024