



<b>Position Title</b>	Case Manager
<b>Reports to</b>	Program and Practice Lead
<b>Role details</b>	Multiple positions – part-time/full time Fixed Term until 28/01/2022 SCHADS Level 3.1
<b>Location</b>	Kilburn and Marion sites
<b>Direct reports</b>	No
<b>Date Issued</b>	14/4/21
<b>Approved by</b>	Director of Operations

<b>Position Summary</b>	<p>The Case Manager's purpose is to support the Organisation's vision by supporting young people to engage in their education and delivering results and sustainable growth.</p> <p>The role provides direct outreach case management services to young people referred to Whitelion on a Flexible Learning Options enrolment and is required to be delivered in accordance with the FLO Guidelines and Case Management Standards.</p> <p>The role will support the development, implementation and delivery of engagement and learning programs on an as needs basis.</p>
<b>General Conditions of Employment</b>	<p>The successful candidate must achieve a satisfactory Police Check and Working with Children Check prior to commencing in the role.</p> <p>Pre-employment checks may include a requirement for proof of identity, evidence and currency of qualifications, driver's licence, and other relevant personal documentation.</p> <p>Referee checks on at least two independent referees are mandatory and will be conducted prior to an offer of employment being made.</p> <p>The relevant Award is the Social, Community, Home Care &amp; Disability Services Award.</p>

## Position Description

<b>Key result areas</b>	<b>Performance measures</b>
Maintain workplace health, safety and individual wellbeing	<ul style="list-style-type: none"> <li>• Take reasonable care for your own health and safety</li> <li>• Take reasonable care for the health and safety of others</li> <li>• Report any matters that may be a risk to the health and safety of yourself or others</li> <li>• Comply with any reasonable instructions, policies and procedure given to you by Whitelion including the Code of Conduct</li> <li>• Contribute to a child safe culture</li> </ul>
<b>Ensure accurate and timely</b>	You must assist with supporting positive outcomes for young people and reducing organisation risk by:

<b>information management (data recording)</b>	<ul style="list-style-type: none"> <li>Maintaining accurate and timely records of work undertaken, in the information management system used by your department (this includes but is not limited to incident reports, contact records for stakeholders, funding agreements, vendor details, HR records, activity reports on contacts with stakeholders, and more).</li> <li>For all program delivery staff, additionally maintaining accurate and timely records of work undertaken with clients (this includes but is not limited to case notes, incidents reports and evaluation data).</li> </ul>
<b>Contribute to and maintain a Child Safe Environment</b>	<p>You must at all times act in a way that promotes the emotional and physical safety of young people, by:</p> <ul style="list-style-type: none"> <li>Following organisational policy and guidelines around the safety and security of children and young people.</li> <li>Holding a valid police check and relevant state-specific clearance for working with vulnerable cohorts (e.g. Working with Children, DCSI clearance, etc.) at all times during your employment at Whitelion. The employer reserves the right to terminate your employment contract if you do not hold a valid clearance during your employment.</li> <li>Immediately notifying Whitelion if you have committed a criminal offence, are being investigated for alleged criminal offence, have been convicted of a criminal offence, or you have a past criminal offence on your record.</li> <li>Maintaining records for any volunteers for whom you are responsible (if relevant to your role) and regularly auditing records to ensure at no time is a volunteer engaged by Whitelion without a police check or relevant clearance check.</li> </ul> <p><i>Any breach of the above will be viewed as serious misconduct with grounds for disciplinary action and may result in immediate dismissal.</i></p>
<b>Case Management of Young People</b>	<ul style="list-style-type: none"> <li>Undertake weekly case management of young people to support their active engagement in Flexible Learning Option programs and courses.</li> <li>Use creative strategies to maintain regular attendance rates including home visits.</li> <li>Follow up non-attendance with parents, guardians, community of care and clients on a regular basis, whilst working with the team to look at alternative approaches of engagement.</li> <li>Support clients to address areas impacting on their lives such as Centrelink appointments, referrals to housing or counselling services etc.</li> <li>Use the Flexible Learning and Transition Plan and the Coaching Young People for Success resources, develop goals, objectives and actions which can be worked on with the clients.</li> <li>Maintain accurate and up to date records of individual young people including case notes, reporting and surveys.</li> </ul>
<b>Community Engagement</b>	<ul style="list-style-type: none"> <li>Make connections with families and the broader community</li> <li>Attend and participate in community events as required</li> </ul>
<b>Staff Engagement</b>	<ul style="list-style-type: none"> <li>Actively participate in team and organisation activities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Proactively identify and participate in learning and development opportunities.</li> <li>• Actively support and attend the major fundraising event - Bail Out</li> <li>• Contribute to a positive team culture</li> </ul>
<b>Program Support</b>	<ul style="list-style-type: none"> <li>• Support with the delivery of engagement and learning programs.</li> <li>• Where required provide transport for clients to attend their learning program as needed</li> </ul>
<b>Skills &amp; capabilities</b>	<b>Technical skills</b>
<b>Qualifications:</b>	
<ul style="list-style-type: none"> <li>• Relevant qualification in certificate IV Youth Work, Youth Justice, Social Work, Psychology and Social Science (this is a minimum requirement of the Department for Education)</li> <li>• Response to Abuse and Neglect certificate (or willingness to undertake before employment)</li> <li>• Current driver's license</li> <li>• Must have obtained clearance to work with children through the DCSI screening check</li> <li>• Aboriginal and Torres Strait Islander People are strongly encouraged to apply</li> </ul>	
<b>Experience:</b>	
<ul style="list-style-type: none"> <li>• Previous experience in case management is preferred</li> <li>• Previous experience in working with Aboriginal young people and communities preferred</li> </ul>	
<b>Skills:</b>	
<ul style="list-style-type: none"> <li>• Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook)</li> <li>• Excellent verbal and written communication</li> <li>• Organised and able to meet deadlines</li> <li>• Demonstrated experience working effectively with young people</li> <li>• Demonstrated experience engaging young people in the development of case plans while working towards goals of education, vocational training and employment.</li> <li>• Training/experience using Restorative Practice (desirable but not essential)</li> <li>• Demonstrated good written and verbal communication skills</li> </ul>	

<b>Skills &amp; capabilities</b>	<b>Behavioural capabilities</b>
	<p><b>Working together</b> You are open to working closely with your teammates to help each other achieve quality outcomes, and to support each other's safety and wellbeing.</p>
	<p><b>Turn up, do your best</b> You bring positivity, focus and energy to your work and get inspired by achieving quality outcomes in all parts of your role. You are resilient and see setbacks as opportunities for growth and development.</p>
	<p><b>Deliver on commitments</b> You do what you say you are going to do. You can work independently, prioritise and manage multiple tasks and know how to speak up if you need help with delivering to agreed deadlines.</p>

**You want everyone to belong**

You work hard to educate yourself on what it takes to create a truly inclusive culture, and you value the experiences and alternative views of those around you. You believe that diversity leads to success.

**Working at Whitelion**

<b>Safe &amp; inclusive culture where everyone can be themselves</b>	<p>Whitelion acknowledges the Traditional Owners and Custodians of the land on which it is situated, and we pay respect to their Elders past, present and emerging. We acknowledge and respect the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander Peoples across the nation.</p> <p>Whitelion commenced its Reflect Reconciliation Action Plan in 2020.</p> <p>We are passionate about creating a workplace that promotes and values diversity. We are therefore committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and/ or sexual identity.</p> <p>Whitelion is committed to preventing any physical or psychological danger to children and young people who engage with our services. We do this by continuously reviewing and improving our workplace culture.</p>
<b>Giving voice to young people</b>	Through Whitelion's Participatory Youth Framework and Youth Engagement Framework, and Youth Council we aim to promote the voice of young people at risk in our work, and on issues that are important to them.
<b>Wellbeing</b>	In addition to standard leave entitlements Whitelion staff enjoy two days wellbeing leave, and gifted leave between Christmas and New Year for eligible staff.
<b>Our work with young people</b>	<p>Whitelion's vision is a world where no young person is left behind. Where all young people have the right to equitable opportunities to reach their potential.</p> <p>Our purpose is why we exist. We create positive connections and pathways to work for young people at risk.</p> <p>For Whitelion, young people at risk are those aged 14-25 who are highly vulnerable and high risk due to being impacted by the justice system, out of home care, homelessness, or complex and chronic disadvantage.</p> <p>The Whitelion Service Blueprint invites young people, staff, volunteers and supporters to create positive movement forward and impel each individual young person towards positive connections and pathways to work. We do this by working across four outcome areas</p> <ol style="list-style-type: none"><li>1. Safe &amp; stable</li><li>2. Learning &amp; supportive networks</li></ol>

	<p>3. Skills &amp; growth</p> <p>4. Connection &amp; independence</p> <p>The success of our work depends on the voice and lived experience of highly vulnerable, high risk young people; working with the systems that surround young people; and engaging the Whitelion community to provide opportunities.</p>
<b>Whitelion values and behaviours</b>	<ul style="list-style-type: none"> <li>• We work together (Collaboration)</li> <li>• We turn up and do our best (Committed)</li> <li>• We deliver on commitments (Accountable)</li> <li>• We want everyone to belong (Inclusive)</li> </ul>
<b>Strategy 2023</b>	<p><b>People</b> Our staff and volunteers are engaged and enabled to be their best in an inclusive and high performing environment.</p> <p><b>Programs</b> Highly vulnerable young people experience improved connections and pathways to work.</p> <p><b>Supporters</b> Our supporters and partners are integral to solutions for achieving impact and sustainability.</p> <p><b>Sustainability</b> Financial sustainability is based on healthy reserves which can be used to reinvest in workforce capabilities, program innovation and systems improvement.</p>