

	Position Title	Youth Work Case Manager
	Reports to	WA Services Manager.
	Role details	Part time 0.8 FTE SCHADS Level 3.3
	Location	W.A
	Direct reports	N/A
	Date Issued	18 December 2020
	Approved by	Director of Operations.

Position Summary	<p>The Mobile Youth & Family Education Support Service Youth Work Case Manager works directly within the Western Australian Whitelion team based at the Ballajura office and supports the national objective to ensure all young people receive equitable opportunities to reach their potential.</p> <p>The primary purpose of the role is to engage at-risk young people into case management services and developmental programs that contribute to positively overcoming barriers.</p> <p>This role also requires the case manager to attend and engage young people within Whitelion's drop in service on a Tuesday, Wednesday and Friday between the hours of 3-5pm. The worker will effectively engage young people, ensure the program has sufficient materials, facilitate workshops and provide brief intervention support.</p>
General Conditions of Employment	<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 & Disability Services Award.</p>

Position Description

Key result areas	Performance measures
Maintain workplace health, safety and individual wellbeing	<ul style="list-style-type: none"> • Take reasonable care for your own health and safety • Take reasonable care for the health and safety of others • Report any matters that may be a risk to the health and safety of yourself or others • Comply with any reasonable instructions, policies and procedure given to you by Whitelion including the Code of Conduct

	<ul style="list-style-type: none"> • Contribute to a child safe culture
Drop In	<ul style="list-style-type: none"> • Provide support services including outreach and supported referral for young people engaged • Provide support, information and advice, where relevant, for carers and families • Networking and liaising with required services • Work within the guidelines of the Youth Work Code of Ethics for Western Australia • Preparation and set up for drop in • Actively engage with young people during drop in • Effectively supervise young people • Clean centre and put away all equipment at the end of each session • Assist in facilitation during session workshops • Keep record of young people signing in and update Whitelion's database systems with statistics and demographics. • Intervene in conflict as it arises
Case Management	<ul style="list-style-type: none"> • Provide support services including assessment, case management, outreach and supported referrals for young people. • Develop an individual case plan for each young person within a case management framework. • Provide support, information, advocacy and advice where relevant, for carers and families. • Meet with each young person regularly to review their case plan and assess goals. • Record & input client data collection (Case notes, Behavioural Change Tracking, Personal Wellbeing Index etc.) within Whitelion database for best practice and evaluation purposes. • Record & input client data on Department for Communities client record keeping tool • Networking and liaison with required stakeholders and services. • Maintain a case load of up to 6 clients or as determined in consultation with the Senior Program Worker. • Work within the guidelines of the Youth Work Code of Ethics for Western Australia. • Attend community events and activities to identify and develop positive relationships within the broader community.
Community Events	

	<ul style="list-style-type: none"> • Identify opportunities to promote other Whitelion services. • Display professionalism in all internal and external communications and transactions
Record Management	<ul style="list-style-type: none"> • Ensure all records and case notes are accurate and up to date according to Whitelion’s record management policy. • Ensure all case notes, contacts and program activities are accurately recorded on Whitelion’s databases. • Monitor and review service delivery to ensure all participant service requirements are being appropriately met. • Complete required record collection to support claims. • Ensure reports are completed accurately and all contractual documentation is submitted on time. • Sound computer and data base entry skills. • Perform relevant administrative tasks as required.
Skills & capabilities	Technical skills
<ul style="list-style-type: none"> • Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook) • Exceptional planning, holiday programs, nationally celebrated days and targeted workshops and activities. • Excellent written communication • Understanding of social issues impacting young people and how trauma and/or disconnection contributes to poor life outcomes • Work within the guidelines of the Youth Work Code of Ethics for Western Australia • Strong ability to engage young people and identify risk factors. • Knowledgeable of support services for young people to access. • Strong ability to effectively de-escalate conflict. • Strong ability and commitment to navigate Whitelion database systems. • Excellent verbal communication skills with services, young people, government bodies and a strong ability to collaborate with other NGO’s. 	
Skills & capabilities	Behavioural capabilities
<p>Working together 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>Turn up, do your best</p>	

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.

Deliver on commitments

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.

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

<p>Safe & inclusive culture where everyone can be themselves</p>	<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>
<p>Giving voice to young people</p>	<p>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.</p>
<p>Wellbeing</p>	<p>In addition to standard leave entitlements Whitelion staff enjoy two days wellbeing leave, and gifted leave between Christmas and New Year for eligible staff.</p>
<p>Our work with young people</p>	<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</p>

	<p>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"> 1. Safe & stable 2. Learning & supportive networks 3. Skills & growth 4. Connection & independence <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>
<p>Whitelion values and behaviours</p>	<ul style="list-style-type: none"> • We work together (Collaboration) • We turn up and do our best (Committed) • We deliver on commitments (Accountable) • We want everyone to belong (Inclusive)
<p>Strategy 2023</p>	<p>People</p> <p>Our staff and volunteers are engaged and enabled to be their best in an inclusive and high performing environment.</p> <p>Programs</p> <p>Highly vulnerable young people experience improved connections and pathways to work.</p> <p>Supporters</p> <p>Our supporters and partners are integral to solutions for achieving impact and sustainability.</p> <p>Sustainability</p> <p>Financial sustainability is based on healthy reserves which can be used to reinvest in workforce capabilities, program innovation and systems improvement.</p>