

# Ramahyuck District Aboriginal Corporation



<b>Position Title</b>	Integrated Family Services Case Manager
<b>Reports to</b>	Child & Family Services Program Manager (Morwell 1)
<b>Direct Reports</b>	NIL
<b>Status</b>	Full time – Ongoing
<b>Location</b>	Morwell VIC 3840

## Organisational Background

Ramahyuck District Aboriginal Corporation (RDAC) was established as an Aboriginal Community Controlled organisation in 1992 to improve the social, health and economic outcomes for Aboriginal people. RDAC is a leading provider of primary health care and related social and family support services to Aboriginal people and communities across Gippsland. RDAC's services are provided at the following locations: Sale and Morwell. RDAC's services include: general practice; health assessment and education; dental, audiology; chronic disease management; drug and alcohol counselling; child and family services; child and maternal health; home and community care; immunisation and vaccinations; social and emotional wellbeing support and counselling; allied health; client transport and corporate services; child care service and Aboriginal Best Start program.

## Team Information

The Family Services teams are responsible for providing a range of Family Service programs that range in diversity and intensity and aims to meet the individual needs of parents; children, individuals the family and Community. The Wanjana Lidj team is responsible for providing Aboriginal families with programs and activities that will promote a stable nurturing environment for children meet their needs and strengthen parent's ability to care for their children.

## Position Purpose

The position is responsible for providing a case management services to families with children that are subject to a Family Preservation or Family Reunification Orders. The role will work in partnership with Child Protection (and other services where required), working intensively with families to achieve case plan goals. The role will support families to meet case plan goals by promoting child safety, permanency and development, increasing parenting capacity and family functioning.

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## Key areas of accountabilities

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### Service Delivery

- Provide high quality support to children and families, delivering effective interventions that increase parenting capacity, family functioning, achieve child safety and enhance conditions for child development
- Work collaboratively with Aboriginal families and other approved professionals to ensure the best interests of the children are being met
- Ensure all service delivery is culturally safe; respectful and culturally competent
- Assess and assist clients to identify needs and goals, including developing a family support plan.
- Liaise with the Department of Health and Human Services and other relevant organisations/agencies in relation to the delivery of quality and coordinated services to Aboriginal families
- Contribute as a member of the care team or professional network to support case planning and ongoing risk assessments.
- Ensure that all services provided are consistent with legislated Case Planning as per the Children, Youth and Families Act 2005
- Ensure information is recorded accurately and in a timely manner in the electronic record system and that records are maintained in accordance with the Corporations standards obligations

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2	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Model the behaviours expected of others including RDAC's values</li> <li>• Provide and promote effective communication, excellent customer service; empathy and compassion; and cultural awareness in all activities.</li> <li>• Attend staff and team meetings</li> <li>• Undertake mandatory training as directed</li> <li>• Ensure personal and team contribution to support overall team effectiveness</li> <li>• Ensure compliance with Statutory and Regulatory requirements, and RDAC policies, processes and procedures</li> <li>• Foster productive working relationships with relevant external stakeholders, including specialist providers, hospitals and government departments.</li> <li>• Participate in regular supervision and debriefing</li> <li>• Complete other tasks as directed by the Child &amp; Family Services Program Manager, General Manager Family Services or Chief Executive Officer</li> </ul>
<p><b>Other responsibility areas (All staff)</b></p>	
<p><b>Quality and Risk Management</b> Actively participate and incorporate continuous quality improvement and sound risk management principles to all aspects of the role and in accordance with RDAC policies</p>	
<p><b>Professional Development &amp; Education</b> Actively participate in relevant continuing professional development as required. Participate in educational activities relevant to the role within RDAC</p>	
<p><b>Occupational Health and Safety</b> Ensure a safe working environment is maintained to RDAC staff and clients.</p>	
<p><b>Cultural Diversity</b> Actively participate in a continuous process of developing cultural competence by broadening knowledge of and respect for diverse individuals and communities with particular emphasis on the local East Gippsland demographic.</p>	
<p><b>Teamwork</b> Work proactively with all members of the Family Services Team in supporting the Unit and its strategic aims.</p>	

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## Position Requirements

Qualification/Licenses	
1	Minimum Certificate IV in Community Services or 2 years' experience in a similar role
2	Current Working with Children's Check
3	Satisfactory Criminal History Check
4	Current Victorian Driver's License
5	Satisfactory drug & alcohol screening

Key Selection Criteria	
1	Knowledge and understanding of Aboriginal and Torres Strait Islander cultures. Well-developed interpersonal skills with the ability to communicate effectively with people, particularly Aboriginal and Torres Strait Islander peoples
2	Understanding of confidentiality and privacy, critical incident and mandatory reporting requirements
3	Demonstrated ability in managing a range of internal and external relationships and partnerships.
4	Strong skills in needs, risk and safety assessments of children, young people and their parents within the context of the Best Interest Framework
5	Experience in providing support to children, youth and their families with multiple and complex needs