



POSITION DESCRIPTION

Title	Family Services Case Manager
Program/Department	Bayview Disability Services, Family Options
Position Number	11.15
Award	Social and Community Services Victoria Award 2000
Classification	Case Manager Class 2
Term	12 month contract 0.8 EFT
Position reports to	Team Leader, Bayview Disability Services

1. CONTEXT

MacKillop Family Services was formed in 1997 with the refounding of seven Victorian child welfare agencies of the Sisters of Mercy, Christian Brothers and Sisters of St Joseph.

We are one of the largest providers of specialist support services to vulnerable and disadvantaged children, young people and their families through five core areas of service:

- Supporting Families experiencing disadvantage and crisis;
- Supporting Families raising a child with a disability;
- Education and training services for children and young people;
- Services for children and young people who are not able to live at home; and
- Services for the former residents of our founding agencies.

Our services are clustered in eleven Programs which are in turn grouped into three Divisions. The three Divisions are Barwon Services, Community Programs and Alternate Care. Some 380 staff and 400 volunteers are involved each fortnight in our services across Melbourne and Geelong.

2. DESCRIPTION OF PROGRAM/DEPARTMENT

The Bayview Disability Services Program is part of the Barwon Division, which also includes the MacKillop Youth Services (Barwon), Mercy Children's Services and St Augustine's Education & Training Programs.

Bayview Disability Services (Barwon) provides a range of services to assist families caring for children with moderate to severe disabilities in Geelong and surrounding areas.

3. KEY FUNCTION

A Family Services Case Manager within the Bayview Disability Services Team will have responsibilities in one or a combination of the following areas:-

- Provision of case management services to school aged children and young adults with moderate to severe disabilities and high support needs and/or high medical needs and their families, either through Individual Planning and Support packages (eg. Support and Choice, Family Choice Programs) or Flexible Support Packages (Making a Difference or Family Options)
- Provision and support of foster care placements for children and young adults with moderate to severe disabilities and high support needs. These may be occasional or regular respite placements (eg. RAPT program) or shared care or full time foster care placements (Family Options).

4. POSITION OBJECTIVES

The following objectives relate to all Family Services Case Managers:

- 4.1 to provide case management services to families caring for children/young adults with disabilities/high medical needs
- 4.2 to assist families to access community resources, and collaborate with other service providers to improve service provision and coordination
- 4.3 to administer brokerage or individualised funding to families when generic community services are not available
- 4.4 to contribute to the development of the program and MacKillop Family Services

Family Services Case Managers involved in Foster Care Placements also have the following objectives:

- 4.5 to recruit and support accredited caregivers and volunteers
- 4.6 to support foster care placements of children/young adults with disabilities

5. MAJOR RESPONSIBILITIES

5.1 *Case Management*

The Family Services Case Manager shall:

- provide case work support to families, children and young adults with disabilities/high medical needs, as allocated by the supervisor
- formulate individual and family assessments
- develop and implement family and individual support care plans
- provide advocacy support to families where appropriate
- monitor and review family/individual progress against care plan goals
- maintain case records and computerised client data base in accordance with program procedures
- Liaise and report as required to service providers (eg. DHS, Royal Children's Hospital) who have contracted case management to MacKillop Family Services
- Follow the guidelines of the program and funding body

5.2 ***Community Resources and Service Coordination***

The Family Services Case Manager shall:

- negotiate the individual's and families access to appropriate community services and resources
- develop and maintain positive working relationships with other disability service providers and networks
- represent the program on regional reference groups and other groups as required by the Manager
- work collaboratively with colleagues and other community organisations to improve service provision

5.3 ***Administration of Brokerage or Individualised Funding***

The Family Services Case Manager shall:

- investigate the range of community service options available to families/children
- develop an expenditure plan which enables families to access appropriate services and supports
- coordinate the purchase of services using program client brokerage
- monitor and regularly review individual brokerage arrangements
- maintain records of brokerage funding expenditure for each family
- monitor and review overall brokerage expenditure to ensure expenditure is within budget
- record and provide appropriate statistical data on service provision for funding bodies and the Program Manager

5.4 ***Program Development***

The Family Services Case Manager shall:

- implement the mission and values of MacKillop Family Services
- constructively participate in supervision
- promote a spirit of co-operation, goodwill and professionalism
- participate in professional development and an annual performance appraisal
- contribute to program and service reviews
- participate in appropriate community meetings, forums and committees
- attend appropriate program meetings
- from time to time as negotiated with supervisor/Program Manager, undertake special projects, group leadership, activities or camps for clients and their families
- be available to undertake higher duties and/or secondment elsewhere within MacKillop Family Services
- undertake other duties as required

5.5 ***Recruitment of Foster Caregivers***

The Family Services Case Manager shall:

- participate in the recruitment of foster caregivers and volunteers
- participate in publicity to attract prospective caregivers
- participate in the training and assessment of prospective caregivers
- prepare caregiver assessments for presentation to the Accreditation Committee
- maintain records of publicity, enquiries, and training attendance
- establish and maintain caregiver and volunteer files
- implement policy and practice guidelines
- be a member of the Accreditation panel when appropriate

5.6 **Placement Support**

The Family Services Case Manager shall:

- in consultation with the Coordinator and Bayview Disability Team determine appropriate placements with foster caregivers
- coordinate the scheduling of RAPT placements
- maintain appropriate placement records
- arrange caregiver payments and access discretionary funding where required
- provide support to the natural families accessing the service for their children
- ensure regular direct support and supervision of foster caregivers
- coordinate appropriate training for caregivers to meet special needs of children with disabilities
- facilitate annual caregiver reviews
- ensure out-of-home care standards are met
- implement policy and program guidelines

6. **KEY SELECTION CRITERIA**

- experience in the disability and child welfare area
- demonstrated professional case management skills and knowledge
- ability to access community resources for clients
- experience or capacity in service brokerage
- inter personal and communication skills
- administrative ability including budget and financial management
- ability to co-ordinate and liaise with other service providers and community organisations
- ability to work in a multi disciplinary team
- appropriate tertiary qualifications

7. **PROFESSIONAL DEVELOPMENT**

The Successful candidate will be required to complete mandatory training as set out in the MFS Training Calendar. For example:

- Emergency Fire Safety Training
- Staff Induction/Orientation
- Privacy
- Managing the Prevention of Discrimination, Harassment & Bullying
- First Aid Level 2/OH&S
- Managing the Potentially Violent Client
- Evasive Self Defence
- Crisis Intervention

Authorised By General Manager:	Anne Condon
Date:	July 2009