



## THERAPEUTIC CASEMANAGER

<b>Job Title</b>	<b>Therapeutic Case Manager (TCM)</b>
<b>Reports to</b>	<b>Senior Practitioner (SP)</b>

### Our Organisation

Whitsunday Counselling & Support Inc provides a range of options to clients and the community aimed at reducing the impact and incidence of community, domestic, family, and sexual violence, abuse and harm in the Whitsunday region. These services include Supported Accommodation programs, a Sexual Assault program, a Specialist Counselling Service, and other programs including family support, court support and community education programs. The organization is governed by a Management Committee, drawn from the local community. Services/Programs are funded by the Department of Communities Child Safety & Disability Services, Department of Housing & Public Works, and the Commonwealth Department of Social Services. WCS operates from a central office in Cannonvale with outreach services in Bowen, Hamilton Island, and Proserpine.

### WCS Objectives

- The provision of quality accommodation, court support and case management services to women and children experiencing /escaping domestic violence.
- The provision of quality therapeutic interventions and support across the WCS Counselling Programs; focusing on domestic and sexual violence, and children / youth at risk of harm or neglect.
- To ensure referral, assessment, case management, living skills / personal development and general supports, accommodation, outreach and counselling services are accessible services to individuals / families.
- To ensure staff operate and maintain service delivery within relevant associated legal processes relating to domestic violence, sexual assault and child protection requirements.
- To ensure the provision of quality educational and awareness initiatives are delivered in the areas of Domestic Violence, Sexual Assault and prevention of harm to children/youth, to the wider local community (Community Development Programs).
- To ensure WCS works collaboratively with other agencies, aiming to provide a localised and holistic response to the needs of individuals / families within the community.
- To maintain and provide ongoing development of therapeutic skills, utilizing a strengths-based and solution-focused framework.
- To assess, identify and implement programs, when possible, to service the changing requirements of our region.



## **Position Overview**

Provide culturally appropriate trauma informed intensive case management and practical support for vulnerable families who have children and young people aged 0 – 18 years referred to the service from Children Safety Service Centres (CSSC) or Family & Child Connect Services (FACCS). These families have previously experienced abuse/neglect or trauma. You will work directly with clients to develop and implement Family Support Plan. This Support Plan will be designed to collaborate into one plan and build on support networks, strengthen connections to family and community, encourage positive decision making and promoting safety and wellbeing.

## **DUTIES & RESPONSIBILITIES**

Duties and responsibilities of this role are inclusive of, but not limited to, the following:

- Provide case management and practical support to vulnerable family who present with complex issues of trauma related high risk behaviours, homelessness, substance abuse, school disengagement, family breakdown in line with each Family Support Plan.
- Ensure client interventions and case management services are culturally safe, strengths based and solution focused and trauma informed with a focus on engagement, respectful relationships and practical outcomes.
- Provide professional family friendly and child focused therapeutic case management services and practical assistance to the target group in line with WCS policies, procedures, standards, contracts, work plans and legislation.
- Contribute to Child Safety/IFS case planning, monitoring and review processes and development of Family Service Plans, family and stakeholders with a focus on safety and wellbeing, building on family and community connectedness, stabilisation of circumstances and opportunities for skill development and growth.
- Contribute to a service culture of participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.
- Maintain records and ensure client files, service documentation and data bases are up to date, produce client and service activity reports and contribute to service reviews, planning and improvement measures.
- Ensure client files, service documentation and IFS data databases (ARC) are up to date; producing quality internal and external client and service reports as required.
- Maintain positive productive and respectful internal and external relationships and continue building positive networks.
- Ensure Work Health and Safety requirements are monitored, assessed and reported as per WCS Policies and Procedures.
- Maintain client confidentiality according to the Policy and Procedures, ensuring client files are confidential and appropriate service and client case records are kept in line with WCS, funding and legal requirements.



- Contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and the integration of action research processes and client reviews.
- In line with duty of care considerations and with a prevention focus, undertake safety audits and implement response plans to address family violence, self-harm, suicide, aggression and/or child safety concerns.
- Represent WCS Inc at stakeholder meetings and related community events as needed
- Assist with Policy and Procedural development, implementation and review.
- Adhere to administrative, financial, incident reporting, WHS, risk, complaints and asset management procedures.
- Provide targeted stage/age appropriate group work which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities.
- Maintain a network of relevant government, community and business contacts in order to leverage support for the target group and represent WCS on internal and external bodies as required.
- Participate constructively in staff meetings, case review sessions, service review and planning forums, individual and group supervision, practice review processes with ACF and performance appraisals.
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing young people affected by abuse, trauma and neglect.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.
- Comply with WCS's WH&S requirements; whilst also remaining vigilant in relation to any client/ customer related behavioural risk and contribute to maintaining a safe work environment.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- IFS worker will work with the 'Structured Decision Making System and Common Assessment Tools' provided with the IFS program.
- Please note that this position requires frequent driving in the region and flexibility of hours.

## **QUALIFICATIONS**

### Education

- Tertiary Degree (Bachelor Degree minimum) in Social Work/Counselling/Social /Behavioural Sciences;
- Blue Card (Qld clearance to work with children);
- National Criminal History Check prior to commencement;
- Current Queensland Drivers Licence.



### Specialised Knowledge

- It is desirable that the successful candidate have:
  - proven knowledge, understanding and commitment to the case management model.
  - therapeutic practice experience counselling, social work or clinical psychology
  - a sound knowledge of Queensland funding and legislative requirements regarding working in the domestic violence, sexual assault and child protection sectors.
  - have an understanding of the impact of trauma on individuals including children, young people and the family
  - experience with collaborative case management models

### Skills

- Highly developed reflective and interpersonal skills
- Excellent administrative, report writing, and computing skills
- Strong organizational and planning skills in a fast-paced environment
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and sound problem solving skills
- Proficiency in MS Office (MS Word, Excel and MS Outlook, in particular)

### Abilities

- Ability to work within, and contribute to, a workplace culture based on cooperation, teamwork and the common pursuit of organisational objectives
- Works cohesively within a team, as well as autonomously to achieve KPIs
- A creative mind with an ability to identify continual improvement processes
- A quick thinker and excellent communicator
- Works efficiently & effectively under pressure without negative impact to the business or to others
- Willingness and ability to work across all programs as needed.

### **SELECTION CRITERIA (must be addressed in your application for employment)**

- Minimum of 3 years case management (preferably therapeutic) experience working with vulnerable young people and their families.
- A well-developed practice framework and the ability to involve young people, their families and key stakeholders in the development and implementation of Family Support Plans.
- Experience in assertive outreach strategies and ability to effectively engage with adults and young people with challenging and/or trauma related behaviours associated with child abuse, neglect and/or family breakdown.
- Demonstrated ability to work collaboratively and communicate effectively with people at all levels of organisations including statutory authorities, managers, providers of youth and family services and key stakeholders.



- Well-developed writing and ITC skills including the ability to use emails, data collection systems, maintain client related documentation and produce timely good quality client and service activity reports as required.
- Demonstrated ability to maintain professional boundaries, reflect on practice, participate in supervision and performance review processes and adhere to work plans and reasonable workplace directives.
- Strong work ethic, good time management, demonstrated resilience and prior experience responding to stressful situations and/or critical client related incidents.
- Demonstrated cultural competence & commitment to working respectfully with Indigenous and Culturally & Linguistically Diverse people (including clients & staff), Aboriginal Controlled Organisations and communities of interest.
- It is a preference to have some knowledge of working with people whose lives are impacted by trauma.

**Working Conditions**

Outlined below are the periods of hours generally worked, however the CEO & Management Committee reserve the right reserve the right to vary these hours in order to meet the requirements of the business.

- Position hours of 76 hours per fortnight
- Office hours operate between 9am- 5pm, ordinary business hours; however at times you will be required to work outside of the ordinary hours, between 8am and 6pm to best meet your Client’s needs.
- Participation in rostered 24 hour On Call service is required
- WCS Inc is located in Cannonvale; with a Outreach Office in Bowen and a residential program site as well. The regional centres which will be covered by this position and the associated work includes: Airlie Beach, Proserpine, Bowen and Collinsville.

Signed: Employee

Signed: CEO

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Date: \_\_\_\_\_

Date: \_\_\_\_\_