

**POSITION DESCRIPTION**

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| **Position Title:** | Out of Home Care Case Support Worker |
| **Location:** | Morwell with travel across Gippsland |
| **Reports To:** | Practice Leader – Out of Home Care |
| **Key Internal Contacts: (Program)** | Home Based Care |
| **Hours of Duty:** | As per the Employment Agreement |
| **Duration:** | The period of employment is dependent upon ongoing funding. |
| **Salary Classification:** | SCHADS Level 4 |

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| **About Quantum** | |
| Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:   * Homelessness including youth crisis accommodation * Tenancy advocacy and support * Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers * Family violence support for women and children * Youth programs * Out of Home Care including Foster Care   Quantum believes the celebration of diversity makes us and the community stronger.  We are committed to embracing everyone’s individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people.  Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone’s right to feel respected, safe, welcome and valued.  In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below. | |
| **Vision:** | Our Vision is to enrich the wellbeing of Gippslanders |
| **Values:** | Respect, Integrity, Empowerment |
| **Our Core Values:** | * we are inclusive * we are accountable * we strive for sustainable outcomes * we are proactive * we show care * we are agile and adaptive |
| **Our Goals** | * Provide the right services and programs in the right places. * Increase access to early intervention and prevention services. * Attract, engage and invest in our people. * Build the profile of Quantum. * Achieve a sustainable business model |

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| **Primary Position Objective** |
| To provide high quality case support to children, young people and carers that are being supported by the Quantum Support Services' Targeted Care Package (TCP) and Home Based Care Programs.  To work flexibly across days and hours to fulfill the set hour requirements of support outlined in each Targeted Care Package and Home Based Care arrangement.  To be part of a team that work within a trauma informed lens to strive for better outcomes for children, young  people and carers. |

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| **Duties and Responsibilities** | |
|  | * Provide support to children, young people and carers in line with Targeted Care Package and/or case plan. This includes direct engagement and work with the child/young person, their family and/or carers in a respectful, inclusive and empowering manner. |
|  | * To supervise contact between children/young people and their families |
|  | * To transport children/young people to appointments, activities, respites and other engagements |
|  | * To provide the aforementioned case work support in a flexible manner including afterhours and weekends if needed. |
|  | * Participate in the development and implementation of a range of strategies that assist young people to address areas of difficulty in a positive manner conducive to growth and personal development. |
|  | * Liaise effectively with relevant services and supports to create linkages and options for young people in the program |
|  | * Develop a strong working relationship with the Department of Health and Human Services' Child Protection and * Targeted Care Package staff to facilitate shared understanding and planning for both the broader program and * individual clients. |
| **Community Development & Networking** | * To work cooperatively with other agencies in maintaining an effective service delivery system for TCP clients and carers. * Attend program meetings as required * Participate in local and regional community networks, as required, to ensure effective service integration and coordination of service delivery. |
| **Agency Participation** | * Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Line Management. * Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings. * Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the Agency's service delivery and contribute to future planning. * Contribute to Quantum Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews. * Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework. |
| **Administration** | * Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants * Carry out necessary administrative tasks, including:- * Completion of relevant forms in accordance with Quantum’s policies and procedures; * Performing tasks such as filing and correspondence; * Maintaining accurate records including case notes; * Maintaining case files within the guidelines of the Quantum Service Delivery Manual; * Completing relevant incident reporting documents (CIMS) |
| **General** | * Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. |
| **Health and Safety** | * Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures. * Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff. |

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| **Key Selection Criteria** | |
|  | **Service Delivery**   1. A working knowledge of the Out of Home Care System in Victoria with an understanding of the Targeted Care Package program and the Foster Care system. 2. A demonstrated understanding of the intricacies of working with carers and young people that have experienced or are currently experiencing trauma. 3. An ability to engage, build rapport and respond creatively to the needs of young people with a trauma history 4. An ability to engage, build rapport, support and respectfully guide carers and families to introduce new therapeutic parenting/caring strategies. 5. An ability to engage, build relationships and network with the community to support children, young people and carers. This would include government agencies, non-government agencies, business and individuals. 6. Knowledge of case management practice and principals specifically relating to working in the Out of Home Care field 7. An ability to work positively in a team environment and promote Quantum's values of respect, integrity and empowerment.   **General**   1. Excellent literacy and computer skills. 2. Ability to work with minimal direction and supervision. 3. Excellent time management skills. 4. Enthusiasm, energy and interpersonal skills. |
| **Mandatory Qualifications** |  |
|  | * Minimum requirement of Diploma of Community Services or other relevant or appropriate tertiary qualifications and/or experience relevant to this position. * Completed application must include a detailed Cover Letter and a current resume that contains or has attached, the name, address and telephone numbers of three referees. |

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| **Conditions of Employment** | |
| **Required** | * Current Working with Children Check (full not voluntary) * Current Victorian Police Check (with no findings) * Compliance with Quantum’s Child Safe Standards * The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. * The successful applicant is required to comply with the policies of Quantum Support Services Inc. * This position is subject to an annual Review. |

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| **Acknowledgement** | | | |
| Please sign and date to acknowledge you have read and understood this position description. | | | |
| **Name (employee)** |  | **Date:** |  |
| **Name (line-manager)** |  | **Date:** |  |

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