

**POSITION DESCRIPTION**

<b>Position:</b>	<b>Casework Manager Coffs Harbour</b>
<b>Hours:</b>	38 hours per week
<b>Salary:</b>	SCHADS – Level 8 Levels 1-3 Full Time Base Salary \$95,876.56 to \$99,927.88 per annum
<b>Terms of engagement:</b>	Full Time
<b>Location:</b>	Mid North Coast
<b>Responsible to:</b>	Mid North Coast Programs Manager
<b>Direct Staff Supervision:</b>	Casework Staff, including Residential and Foster Care Caseworkers, Support staff and Foster Care Assessment staff
<b>Qualifications:</b>	Minimum of a Diploma or Bachelor in Social Science, Psychology, Social Work or other relevant qualifications and a minimum of 5 years Out-of-Home Care casework and management experience
<b>Vision:</b>	<i>Inspiring People to Thrive.</i>

**Benefits:**

- CASPA actively supports staff to have a healthy work life balance
- Free gym membership to support your wellbeing as well as a fully established team of therapists and clinicians for your personal wellbeing support
- Access to internal and external training opportunities and workplace mentoring including you own team clinical supervision sessions every month.
- Great professional development opportunities for those who want career progression
- An Employee Assistance Program, a free and confidential counselling service
- An excellent end of year celebration to reward all carers and staff for their dedication and commitment to the role. Additionally, we promote team work and have a social approach to our work with lots of opportunities for connecting with each other for support.
- As a not-for-profit organisation, our employees are able to take advantage of salary packaging to receive up to \$15,900 of their salary tax-free, as well as additional meal and entertainment benefits

*Advantage Salary Sacrificing – to find out more visit [www.salary.com.au](http://www.salary.com.au)*

**Key Responsibilities:**

- Manage Casework staff across all programs in the Mid North Coast
- Ensure quality and accountable case work practices in Out of Home Care
- Specialist resource for Foster Care and Residential Caseworkers
- Implement flexible and tailored carer recruitment strategies in accordance with Safe Home for Life Reforms and Permanency Support Program
- Regular audit of all case files
- Supervise and support a team of Caseworkers, Foster Care Support and Assessment Staff
- Administrative Duties
- WHS Responsibilities
- Develop and maintain a safe, supportive and fair environment for young people
- Lead a positive team culture

**DUTY STATEMENT**

**Position:** **Casework Manager Coffs Harbour**

*Your main duties will be:*

**Ensure quality and accountable case work practices in Out of Home Care for Mid North Coast:**

- Manage Caseworkers, regarding processes relating to case coordination, case reviews and client intake and exit
- In conjunction with the Mid North Coast Program Manager, Permanency Support Manager and Quality and Risk Manager, review and update the Casework Operations Manual
- Together with other managers, ensure CASPA remains current with Children's Guardian accreditation standards for Out of Home Care
- Ensure risk management assessments and safety plans are completed for client activity
- Monitor CASPA's client management system in order to gain an understanding of CASPA OOHC clients

KPI – To adhere to the standards of NSW Out-of Home Care Standards

**Specialist resource for Residential Care and Foster Care Caseworkers and Foster Care Support workers:**

- Develop, and work with Caseworkers to develop 'CASPA's support Case Plans' which action the FACS care plans
- Develop and maintain an active knowledge of therapeutic case planning and CASPA's Therapeutic Framework and assist Caseworkers with maintaining this mindset
- Maintain a thorough knowledge of CASPA's Casework Operations Manual and be a reference for Caseworkers to the practices
- Maintain an understanding of how casework documents and practices flow into and influence each other

- Maintain a knowledge of foster carer training, assessment, support, financials and current standards and legislation
- Maintain a knowledge of restoration, guardianship and adoption processes

KPI – Clear and accountable case file in line with Out of Home Care Standards

#### **Regular audit of all case files:**

- Perform regular audits and gap analyses regarding the contents of case files
- Perform audits of case files to identify quality as required by the children's guardian
- Maintain quality hardcopy and softcopy files, amend any gaps
- Work with Caseworkers and Foster Care Support, to maintain quality hardcopy and softcopy
- Work with the Caseworkers and Foster Care Support, to amend gaps and maintain quality

KPI – that all casework files are maintained to OCG standards

#### **Training and development of Caseworkers and Foster Care Support**

- Conduct ongoing training of Caseworkers and Foster Care Support staff in regard to legislation and OOHC standards
- Work with the Manager People and Culture, Learning and Development and HR to assist in the induction of new Caseworkers and Foster Care Support workers

KPI – Training information and attendance sheets/training certificates are stored on Caseworker and Foster Care Support worker files

#### **Supervise and support a team of Caseworkers, Foster Care Support and Assessment Staff**

- Further develop and implement CASPA's therapeutic model of child and young person support through the support and supervision of Caseworkers, Foster Care Support and Assessment Staff
- Provide regular supervision of Caseworkers and Foster Care Support workers
- Perform probation reviews of new casework and foster care staff for the mid north coast
- Monitor staff performance and performance manage staff where necessary

KPI – Supervision records are filed for each program worker

#### **Executive Reporting**

- Represent CASPA at a variety of meetings as required
- Provide comprehensive monthly reports for Board of Governance meetings, using submissions from various team members
- Model professional behaviour as a member of the Executive team

#### **Lead a positive team culture**

- Lead and positively participate in team meetings, group supervision, case clinics and training
- Take responsibility for giving and receiving feedback within the team setting

- Uphold team decisions and report to Executive Committee as a member of the Executive team
- Use appropriate forums to discuss differences in work practices
- Utilise team peers to ensure best practice in client service provision
- Relate to other services in a professional manner and work collaboratively in the interests of young people

KPI – Always portray a positive image of CASPA to our stakeholders

**WHS responsibilities**

- Understand, comply and observe the principles of the WHS Act
- Observe safe work practices
- Report hazards and incidents
- Work cooperatively with all staff to maintain a safe and secure environment

*Other duties as required by the organisation*

**Selection Criteria**

**Essential**

- Minimum of a Diploma and/or Bachelor in Social Science, Social Work or other relevant qualifications
- A minimum of 5 years Out-of-Home Care casework experience and casework management experience
- A demonstrated thorough understanding of all Acts and regulations relevant to Out-of-Home Care
- A demonstrated understanding as to the reasons why quality casework is essential to organisational practices
- Demonstrated ability to effectively lead a team of caseworkers and support staff
- Demonstrated ability to effectively liaise with interagency personnel
- Advanced Computer literacy and familiarity with Microsoft Office software

**Desired**

- Case File Auditing experience
- Understanding of ISO9001 practice requirements

*Working with Checks and Prohibited Employment Declarations and a Class C drivers licence are requirements for all child related employment.*

*I acknowledge that I fully understand the job description above and accept the duties of the position as stated.*

Signed: ..... Date: .....

Print Name .....