

Position Description			
Name			Date
Position Title	Case Manager Integrated Family Services		
Department	<b>Client Services - Families Communities &amp; Culture (FCC)</b>		
EBA / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
Classification	SACS Employee L5 – depending on experience 1.0 EFT (76 hours per fortnight) to 30 <sup>th</sup> June 2024 Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wodonga With the occasional travel to other sites required		
Reporting to	Team Leader Parent Education		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	GH staff, including Business Services, Quality, Risk/Compliance and People Working Well roles <ul style="list-style-type: none"> <li>Families Communities &amp; Culture program staff</li> </ul>		
Liaises with Externally	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> <li>Department of Health and Department of Fairness, Families and Housing Local Government staff and representatives.</li> <li>Upper Hume and Central Hume Child &amp; Family Services Alliance members:</li> <li>Upper Murray Family Care</li> <li>Junction Support Services</li> <li>City of Wodonga</li> <li>Queen Elizabeth Centre</li> <li>Mansfield and Benalla local governments</li> <li>Department of Health and Human Services</li> <li>Victorian Aboriginal Child Care Agency (VACCA)</li> <li>Other local community service organisations</li> </ul>		
Program Information	<p>The Integrated Family Services Program is a project funded by the Department of Families, Fairness and Housing and aims to to promote the safety, stability and development of vulnerable children, young people and their families and build capacity and resilience for children, families and communities.</p> <p>The service approach employed by integrated family services case work includes:</p> <ul style="list-style-type: none"> <li>Providing a suite of services tailored to meet the needs of the child, young person and their families, which also reflects case plans developed by DHS.</li> <li>Provide intensive early intervention services to avoid premature and unnecessary involvement with Child Protection services.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Provide support and early intervention strategies where there are risk factors including neglect/cumulative harm indicators present for children and young people and their families</li> <li>• Using a child-youth centred, family-sensitive approach to ensure services are provided in the best interests of the child</li> <li>• Working collaboratively with Child Protection to develop effective diversionary responses aiming to prevent families' progression into the statutory Child Protection system.</li> <li>• Support all stakeholders growing knowledge and understanding of culturally appropriate variance.</li> </ul> <p>The primary client group for integrated family services is vulnerable children and young people aged 0 to 17 years (including unborns) and their families who are:</p> <ul style="list-style-type: none"> <li>• Likely to experience greater challenges because the child or young person's development has been affected by the experience of risk factors and cumulative harm</li> <li>• At risk of concerns escalating and becoming involved with Child Protection if problems are not addressed.</li> </ul>
<p><b>Purpose of the role</b></p>	<p>The aim of Integrated Family Services is to promote the safety, stability and development of vulnerable children, young people and their families and build capacity and resilience for children, families and communities. The Family Services case work component of integrated family services engages families by using a range of skills and approaches that build on family strengths, and seeks to build a partnerships approach between families and professionals.</p>
<p><b>About Gateway Health</b></p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p> <p>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</p> <p>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</p> <p>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</p> <p>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</p> <p>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</p>

	<p><i>We <b>contribute</b> to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b> This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p><b>Code of Conduct</b></p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop collaborative working relationships</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Improvement approach</li> <li>• Work within legislative and compliance framework.</li> </ul>
<p><b>Key Responsibilities and Accountabilities</b></p>	
<p><b>Role Specific Responsibilities</b></p>	
<ul style="list-style-type: none"> <li>• Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.</li> <li>• Funding and Service Agreement Targets are met to ensure Clients are exited from the program appropriately and timely.</li> <li>• Provide evidence-based practice in line with professional and funding requirements</li> <li>• Participate in regular client case meetings with DFFH as well as allocations meetings with The Orange Door as required.</li> <li>• Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures.</li> <li>• Complete all program specific administrative tasks within the required time frames.</li> <li>• All data is entered onto designated service databases, including excel spreadsheets.</li> <li>• Databases are kept up to date at all times</li> <li>• Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.</li> <li>• Participation in regular performance reviews and appraisals</li> <li>• Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software</li> <li>• Active participation in Professional Development</li> </ul>	

- Active participation in specific clinical supervision
- Completion of Mandatory training

### Financial Management

- Invoices raised and processed within funding / program deadlines
- Financial acquittals completed and sent to the Alliance Coordinator on a monthly basis
- All relevant financial documentation completed as necessary

### People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the Families, Communities and Culture team, work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals
- Contribute to the development of procedures and systems within this program
- Positively embrace and adopt change as it occurs.
- Willingness to engage in a flexible work model that may require significant out of hours work and travel.

### Technical Skills / Industry Knowledge

- Develop a clear understanding of integrated family services and The Orange Door.
- Face to face and phone consultations with Alliance practitioners regarding Aboriginal and Torres Strait Islander clients.
- Participation in joint home visits with Alliance partners to encourage engagement of all clients as required
- Provision of advice and assistance to Alliance practitioners in assessment, negotiation and development of appropriate plans with Aboriginal and Torres Strait Islander clients.
- Participation as required in professional meetings as required for all clients
- Attend Alliance meetings as requested.
- Enter data on IRIS data base monthly.

### Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

## Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

## Key Selection Criteria

**Applicants MUST address the Selection Criteria below when completing an employment application**

### Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Relevant Tertiary qualifications and/or demonstrated minimum two years' experience in the human service sector, working with children and their families.
3. Experience in case management, development of case plans or case coordination or willingness to learn
4. Broad knowledge and a deep understanding of issues impacting vulnerable children and families including the impact of trauma
5. Demonstrated experience and ability to work and liaise with Aboriginal and Torres Strait Islander families, communities and services in a respectful and culturally aware manner.
6. Proven ability to work as a team member as well as autonomously and to develop and maintain professional relationships with clients, government departments, agencies and service providers
7. Effective workplace skills including the ability to work as part of a team from diverse cultural backgrounds, to manage competing demands and to seek and offer support as appropriate.
8. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.
9. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.

### Mandatory Requirements

1. Current Australian Drivers Licence or accepted International Drivers licence
2. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.



I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by**

(print name):

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**Employee**

**Signature:**

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**Date:**

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