

Position Description

Position Title	Case Manager – Foster Care
Team	Foster Care
Reports to	Foster Care Program Manager
Direct Reports	Nil
Contract	18 months Fixed Term, Full Time (6 month probationary period)
Date effective	July 2019
Award	SCHADS Level 4 Pay Point II \$69,041p.a. plus salary packaging benefits.
Location	Youth Resource and Administration Centre, Richmond, and Hub in Northern Region Melbourne.

Organisational Context

The Lighthouse Foundation operates clinical services to improve the lives of young people, children and babies who have been affected by complex trauma and are experiencing, or likely to experience youth homelessness. Our multidisciplinary team utilises a framework of trauma informed practice that is guided by attachment and psychoanalytic theory to support young people in developing their capacity for meaningful and self-determined productive living.

The program provides a holistic environment with 24/7 practical and emotional support in 10 homes across Victoria. Therapeutic carers and young people are supported by a multidisciplinary clinical team based at the Youth Resource and Administration Centre where we provide art; drama; EMDR; and psychodynamic therapy; as well as case management, training and clinical supervision.

Vision

To end youth homelessness together

Mission

To increase the availability of Lighthouse Foundation's Model of Care to homeless young people throughout Australia.

Our Values

Respect
 Courage
 Kindness

Primary Purpose of the Position

The overall purpose of the Case Manager role is with direction and support from the Foster Care Program Manager, to provide leadership, support and guidance to both the Foster Carers and Therapeutic Carers in a cluster of Foster Care homes.

To work closely with the Psychological Wellness Team and Clinical Care Manager to ensure that care is administered consistently with the Lighthouse Therapeutic Model of Care.

To oversee and inform communication with all stakeholders in relation to Lighthouse's statutory clients.

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To support Foster Carers in their day to day management of the homes and children/young people. To advocate for the needs of Foster Carers and children/young people in the homes with the Therapeutic Carers.

To recruit and assess prospective Foster Care families, provide placement matching, support with transitions and/or case management if required.

Key Responsibilities

Area of Responsibility	Activities
Recruitment and Assessment of prospective Foster Carers	<ul style="list-style-type: none"> • Follow all procedural requirements for on-boarding a new caregiver including ensuring that all the checks are completed. • Follow the step by step guidelines for the assessment of new applicants including making recommendations for approval and training requirements to the panel. • Facilitate Shared Lives Induction training; this may be on the weekend or on an evening.
Supervision of Foster Carers	<ul style="list-style-type: none"> • Provide ongoing support, feedback, guidance and supervision to the Foster Carers in a cluster of homes on a regular basis. • Participate in carers meetings and trainings. • Role model a leadership style that is relationship driven and consistent with the Lighthouse Therapeutic Model of Care. • Ensure awareness and compliance with Lighthouse policy and procedures and reporting breaches and concerns to the Foster Care Program Manager. • Oversee and approve all communication to stakeholders pertaining to statutory young people. • To liaise and network with external professionals, workers and volunteers. <p>Indicators: Attend Carers cluster group supervision fortnightly Attend and report concerns in a fortnightly supervision with the Foster Care Program Manager. Approve all Incident Reports, daily's and other communication prior to submission. Attend quarterly community network meetings.</p>
Monitoring Foster Care placements	<p>Visit the homes and meet with carers regularly to ensure:</p> <ul style="list-style-type: none"> • Young people are being provided with a high standard of care in line with DHHS requirements including meeting with the child separately at the monitoring visits. • Care is administered in accordance with the Lighthouse Therapeutic Model of Care. • Report positive experiences by the carers and children / young people so they can be acknowledged by the care team. • Encourage a holistic attachment and trauma-informed approach to care, maintain dignity, privacy and

	<p>individuality of each child / young person incorporating psychological, social, cultural and spiritual needs.</p> <ul style="list-style-type: none"> • Contribute to the IDP to identify areas of strengths, improvements and concerns regarding care; report these to the clinician and foster care manager to work collaboratively with the care team to formulate a plan of action to best meet the needs of the young person. • Maintain team morale, develop good communication and interpersonal relations in the Foster Care homes inclusive of the Hub motivating carers towards a high standard of care. • Develop care and contingency plans in accordance with the Care team. • Monitor and facilitate conflict resolution in the homes. <p>Indicators: It is expected that the Case Manager will visit each home in their cluster fortnightly to monitor the placements. At times this may be increased to weekly to help stabilise the placements should it be at risk of a placement breakdown. These visits could occur in the evenings or on weekends. Work closely with the Therapeutic Carer to ensure that the supports they are providing are meaningful and effective as well as responsive to the Foster Carer and child / young person's needs. Attend young people's Care Team Meetings when possible. Attend and participate in weekly staff care team meetings, report areas of concern with young people and contribute to the formulation of a child's IDP. Support Carers to write and distribute critical incident reports. Document in home visits on the On for Life Database. Facilitate supported conversations between young people and Carer if and when required and that the documentation of these meetings are noted in young people's and Carer's case notes.</p>
<p>Child / young person's support</p>	<ul style="list-style-type: none"> • If case management is required as part of the contract, oversee all aspects of case management. Maintain all statutory files and protocols required in Looking After Children (LAC) documentation as required. • Visit with the child / young person separately from the caregivers as set out in terms of frequency for their contract. Record all visits in the database. • Support with any incident management that may be required. • Contribute to the IDP and ensure all stakeholders are kept informed of progress or any changes. • Advocate for progression of the child / young person's plan. <p>Indicators: Attend IDP's, and children /young people's Care Team Meetings where possible and review with both Foster Carers and Therapeutic Carers. Support young people with any court appearances. Complete any necessary reports for court hearings.</p>

Relationship Management (internal and external)	<ul style="list-style-type: none"> • Collaborate with other service providers for the benefit of the child / young person. • Work with the DHHS / Other Service Providers inclusive of the Lighthouse's community care service to ensure that children's transitions into the Lighthouse Foster Care Program is in the child's best interest and therapeutic.
Organisational Participation	<ul style="list-style-type: none"> • Attend a Model of Care training annually. • Attend team meetings, team group processes, whole staff meetings and planning days. • Contribute to the implementation of Lighthouse's strategic plan. • Contribute to collaborative practice across the organisation • Backfill any therapeutic carer shifts if required. • Take part in the manager on call roster. • Work alongside the senior administrator to ensure the Hub maintenance requirements are tended to.
Sector Participation (as required)	<ul style="list-style-type: none"> • Attend any Foster Care network meetings held that are held by the Centre for Excellence. • Complete familiarisation training of Shared Lives and Step by Step assessment familiarisation training. • Attend any DHHS meetings required.
Professional Development	<ul style="list-style-type: none"> • Participate in regular supervision, professional development and review meetings. • Attend regular group processes and trainings as required. • Contribute to a culture that is reflective, inclusive and open.
OH&S	<p>Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and young people including following safe working procedures and instructions.</p> <ul style="list-style-type: none"> • Complete First Aid, CPR and Infection Control training is complete. • Complete Restraint Fitting training. • De-escalation training.
Legal & Regulatory Compliance	<p>Comply with legislation and regulations applicable to the role. Ensure all Foster Care processes of LAC are adhered to. File management – ensuring all caregivers checks are up to date and files contain all the information required as set out by the DHHS. Incident Reporting is timely and approved prior to submission, ensuring the incident reporting process is followed and escalation to the on-call manager occurs.</p>
Risk	<p>All Lighthouse staff are responsible for considering, identifying, reporting and addressing risks.</p>
CQI – Evaluation of Service	<p>All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks. Case Managers will participate in Annual reviews with Foster</p>

	Carers to seek their views on providing Foster Care. Case Managers will evaluate service provision with children and stakeholders.
Commitment to Lighthouse Culture	Staff are expected to participate in the processes and practices that uphold the Lighthouse culture.
Commitment to Trauma Informed Practice	Staff are expected to: <ul style="list-style-type: none"> • Engage in personal and professional development to integrate their understanding and response to people and systems that have been impacted by trauma. • Create or maintain a physical and emotional environment that promotes healing. • Engage in conflict resolution processes when required.

Performance Measurements

An annual work plan will be developed in line with the Position Description and Lighthouse Foundation's Annual Business Plan to measure performance.

Authorities – Financial and People

- Budgeted operating expenditure up to \$1000
- Seek approval for all unbudgeted expenses
- Petty cash expenses up to \$100 without prior approval
- Authority to employ budgeted or replacement employees only
- All other authorities listed under the Lighthouse Delegation of Authority policy

Qualifications and Licences

- Hold a Bachelor's Degree in Social Work, or an equivalent in Counselling / Psychology
- Current driver's licence
- Valid first aid certificate (if necessary) (or willingness to obtain one)
- Current criminal records check
- Current Working With Children check

Key Selection Criteria

Essential

- Minimum of 3 years' experience in a similar role
- Understanding of the challenges that children / young people in care experience
- Excellent written and verbal communication skills
- Ability to work within a team environment
- Commitment to and understanding of the vision and work of Lighthouse Foundation
- Ability to plan, prioritise workloads and meet deadlines as required
- Experience with conflict resolution and mediation
- Demonstrated experience in assessing suicide / self-harm risks and strategies to manage these situations

Desirable

- Previous experience working in child protection, in either not-for-profit or government, or knowledge of Lighthouse practices (trauma informed practice, attachment)
- Understanding of psychodynamic theory
- Experience in case management
- Experience supporting or working with Foster Carers

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Employment Conditions

- Permanent full time role, 76 hours per fortnight
- Compliance with Lighthouse Foundation’s Code of Conduct, policies and procedures
- Lighthouse Foundation takes all reasonable steps to facilitate and maintain a safe environment for children, young people and all participants of our service. It is for this reason that Lighthouse requires all potential employees and volunteers who will be in contact with children and young people to undergo a psycho-social assessment prior to confirmation of employment
- Lighthouse Foundation promotes a smoke free workplace
- Terms and conditions of employment are outlined in employment contracts

Manager

Name:

Signature:

Date:

Performance review period:

Staff Member

Name:

Signature:

Date:

Next review date:

Note

The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed by incumbent and manager before inclusion.

The role description should be reviewed formally during the annual planning and performance assessment process.