

# Position Description



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<b>Job Title:</b>	<b>Case Manager (Fixed term permanent part-time position to 30 June 2023)</b>
<b>Reporting To:</b>	<b>Programs Manager</b>
<b>Performance Review Periods:</b>	<b>3mths / 6mths</b>
<b>Remuneration:</b>	<b>Level 3 SCHDS (\$31 – 34 per hour) dependant on qualifications, skills and experience, plus generous salary packaging option</b>
<b>Award:</b>	<b><i>Social, Community, Home Care and Disability Services Industry Award 2010</i></b>

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## 1. The organisation

Inala Youth Care Community Inc., trading as Inala Youth Service (IYS), is a not-for-profit, community benefit organisation committed to providing preventative and early intervention strategies which meet the immediate needs of young people and their families whilst supporting empowerment and the ability to make informed future decisions. Purposeful support, information and referral are provided to deliver crime prevention, community development, mediation, counselling, advocacy, accommodation and housing options, school support and education awareness, employment and training options, referrals for other services and information about community support and activities.

Formed in 1986, and incorporated in 1988, IYS is managed by a voluntary Board who ensure good governance and oversee adherence to mission, vision and values, compliance and finances.

## 2. The position

The **Case Manager** is responsible for provision of a high standard of client led case management with young people aged 8 – 25. Based largely within the housing team, the role will have a particular focus on young people aged 15-25 years (including parenting young people) who are at risk of, or experiencing homelessness.

The **Case Manager** will work with individual young people to identify their needs and aspirations and develop a plan of targeted supports which seek to assist them to achieve their goals, such as:

- Providing young people with information, support and referrals
- Assisting young people to find and sustain suitable accommodation
- Referral to alcohol and other drug rehabilitation, mental health, NDIS and/or other relevant services
- Assist young people to re-engage with education, training and/or employment opportunities
- Strengthen family ties and/or cultural connection and support networks
- Assisting young people to access crisis or emergency accommodation
- Guide the development of independent living skills and support connection to parenting and other skills development programs and services as appropriate
- Support informed decision making to empower young people to make positive choices about their lives.

From time to time it may be appropriate to develop a group program delivery strategy. The **Case Manager** will work with the Program Manager and IYS team to identify and implement such opportunities as appropriate.

### 2.1 Framework and principles

- *Client centred* – staff will be flexible in terms of meeting with young people and their families, going to where they may feel most comfortable, such as in their home or a ‘neutral’ location. Staff may need to be available to be on call, and before and after regular office hours from time to time.
- *Strengths based* – the Service adopts a strengths-based approach when working with young people.
- *Trauma informed* – the Service works in trauma informed ways, recognizing the impact of trauma and complex trauma on brain development and the need to identify trauma informed behaviours.
- *Restorative* – the Service will support young people to identify and maintain positive connections with the community.
- *Culturally safe* – IYS recognises Australian Aboriginal and Torres Strait Islander people as the traditional and sovereign owners of the land and seeks to provide an environment that is spiritually, socially, emotionally and physically safe for all people,

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## 3. Working hours and conditions

- The **Case Manager** is a fixed-term part-time position, contracted to 30 June 2023.
- The **Case Manager** will work a 67.5 hour fortnight. Hours of work are usually across a nine day fortnight, but will be negotiated with the successful applicant.
- Office hours are generally 9am – 5pm, with work occasionally required between 6am and 8pm or on the weekend. There is a requirement to participate in the organisational on call roster. **Social, Community, Home Care and Disability Services Industry Award 2010** remuneration and TOIL arrangements apply.
- The role is based at 79 Poinsettia St, Inala with work from other IYS sites in south west Brisbane area.
- IYS staff are entitled to leave in accordance with the above Award.
- As a Public Benevolent Institution, IYS is able to offer staff generous optional salary packaging arrangements.
- IYS is committed to ongoing staff development and workers are encouraged to participate in relevant training and workshops through arrangement with their supervisor. The **Case Manager** is provided with internal supervision by the Program Manager, and may also attend professional external supervision with prior approval.
- IYS offers staff an Employee Assistance Program through Benestar.
- Agency vehicles are available for use during working hours. Mobile phone and computer will be provided.

## 4.. Responsibilities

### 4.1 Case Management

- Needs assessment to formulate an appropriate response which may involve provision of any combination of information, support, advocacy, referral, case planning, management, review and coordination.
- Ensure young people have safe and appropriate accommodation and access to necessities, such as food, clothing, bedding, furniture and similar to ensure that they remain stable and supported in their accommodation.
- Assist young people with mental health and wellbeing, including positive relationships.
- Assist and encourage young people to re-engage/remain engaged in positive structured education, training or employment, including advocacy in relation to suspensions and exclusions where appropriate
- Assist young people to develop and reach their goals through a variety of interventions including mood management, goal-setting, self-esteem building, social skills development, development of living skills and positive role-modelling
- Provide intervention and support pathways for substance misuse issues and mental health issues, as required
- Transition planning including provision of information, advice, active referral and linking to relevant services providers and community activities to ensure young people have appropriate supports in place for longer term positive outcomes.

### 4.2 Organisational relationships

The **Case Manager** will:

- develop productive and collegial working relationships with IYS staff, students and volunteers and participate in organisational meetings, the annual general meeting, and other organisational training and meeting days, activities and events, as requested
- develop and maintain positive relationships with stakeholders, including government agencies, accommodation providers, youth agencies, other services and community supports to assist young people and their families achieve their desired outcomes
- network, liaise and participate with the government, community organizations, inter-agencies, peak bodies, networks, media, and other stakeholders as required and approved to support and develop IYS networks and positive reputation.

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## 4.3 General

- Ensure that the mission, policy, aims and objectives of the organisation are met, and operate in compliance with the IYS Code of Conduct, all organisational policies and procedures, and in compliance with IYS's contractual agreements at all times
- Meet internal reporting requirements which involve accurate record-keeping, data collection and report preparation, including in relation to the distribution of brokerage funds
- Be a strong advocate for young people
- Support delivery of organisational activities including group work, youth space staffing and outreach activities
- Contribute to implementation and achievement of IYS's Strategic Plan, as appropriate
- Provide information to support reporting to the Board, and contribute to the organisation's Annual Report
- Supervise students, volunteers, and community service workers, when applicable
- Work autonomously with good time management, and as part of a small team
- Undertake other duties as required to support IYS.
- There is an expectation that staff will be reliable and punctual, both within the office and in responding to young people and their families, and support diversity and respect in the work place and their practice.

## 5. Candidate Suitability

### 5.1 Mandatory (your application cannot be considered without these)

- A minimum three year qualification in youth work, social work, human services or other relevant discipline from a recognised institution.
- A minimum of 2 years' demonstrated experience working with vulnerable and at risk young people
- Understanding of the systemic issues which disadvantage Aboriginal and Torres Strait Islander people and demonstrable experience engaging Aboriginal and Torres Strait Islander young people and stakeholders.
- Sound understanding of youth homelessness, youth AOD and Mental health issues and challenges
- A clean "C" class current Driver's Licence
- Positive Working With Children Check ("Blue Card")

### 5.2 Highly regarded (your application will be strengthened by having these)

- Experience in the Queensland Youth Housing and Homelessness sector
- Genuine enjoyment of working with young people, embodied by a creative and flexible approach to engaging and motivating young people to achieve their goals and aspirations
- Professional development in trauma informed practice, mental health, alcohol and other drugs, youth justice or similar highly regarded.
- Strong knowledge of the local area including relevant services, supports, resources and referral pathways
- Demonstrated experience with Culturally and Linguistically Diverse young people and their families
- Demonstrated computer competence, particularly Office 365 Suite and electronic client/case management and reporting tools eg. QHIP/SHIP/YSCIS/SRS etc.)

### 5.3 Personal attributes

We're looking for someone who will be a great fit for our team and who offers the following:

- Self-reflective and critical thinking skills
- Personal drive, integrity and ethics
- Inclusive, respectful, consultative and collaborative working attitude
- Flexible, self-directing, accountable
- High level of communication skills and the ability to work as part of a team
- Demonstrated ability to prioritise and manage high workload effectively;
- A good fit with IYS organisational values and beliefs;

**Aboriginal and Torres Strait Islander People are strongly encouraged to apply for this position.**