



POSITION DESCRIPTION

CASE MANAGER - FOSTER CARE

Job Title	Case Manager - Foster Care
Village/Department	Community Services
Reports to	Team Leader
Key relationships	Children and Young people, birth families, foster carers, Family and Community Services, other service providers, Anglicare staff
Direct Reports	N/A
Overall Purpose	To provide case management services to children and families within the foster care program.

Specific Accountabilities

Specific accountabilities are the outcomes that you are required to produce. They describe **why** your job exists.

Ensures that all case management aspects of foster care placements are coordinated and implemented.
Ensures stakeholders are actively engaged and well informed by establishing positive relationships with the child, carers, birth parents and others as required.
Ensures well-being of client during visits with birth families and others by assessing client safety, planning, and intervening where appropriate.
Ensures that all parties are involved in implementing the current case plan by clearly communicating roles and responsibilities and by actively monitoring risks and/or progress towards agreed case plan goals.
Ensures child or young person has contact with birth family and significant others by facilitating visits, observing and monitoring quality of interactions and producing contact visit reports at a high professional standard.
Ensures all carers maintain required Standards through foster carer recruitment, assessments, reviews and training, with a particular focus on supporting the needs children with a case plan of restoration, or children identified for guardianship or adoption.
Ensures client information is reviewed regularly and kept up to date by completing reports and file documentation in accordance with OOHC and agency requirements.
Ensures ongoing professional development by attending relevant internal and external consultations, training, forums, courses and other professional development activities as agreed with Manager.
Ensures that all case management aspects of foster care placements are coordinated and implemented.
Contributes to the continuous improvement of OOHC by assisting with policies, procedures and work practices.
Contribute to the safety culture by keeping the workplace safe, clean and tidy, complying always with safe work practices, participating in workplace consultation activities, actively participating in safety activities, including hazard and incident reporting as prescribed in the WHSIMS.

Education and Experience

University qualification in social work, psychology or welfare/ community services
NSW Drivers licence
Understanding of OOHC issues and relevant legislation
Demonstrated skills in assessment, counselling and casework
Knowledge of child protection and family support processes
Excellent written and verbal communication skills



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Case Manager 1 st year of experience	Level 4.3 SCHADS entry level practitioner
Case Manager 2 nd year of experience	Level 4.4 SCHADS established practitioner
Case Manager 3 years +	Level 5.1 experienced practitioner

Key Competencies for Role

Competencies are the knowledge, skills, abilities and other attributes that a person has. Key competencies are those that are most important to perform a job successfully.

Competency	Elements of the Competency	Key Skills & Abilities
Showing Resilience	<i>Showing Composure</i>	Staying calm, tolerating stress, dealing with pressure
	<i>Resolving Conflict</i>	Calming upset people, handling angry individuals, resolving arguments
	<i>Conveying Self-Confidence</i>	Projecting inner confidence, determining own future, valuing own contributions
Giving Support	<i>Understanding People</i>	Showing empathy, listening to people, understanding motivation
	<i>Valuing individuals</i>	Showing consideration, tolerating others, trusting people
	<i>Team Working</i>	Working participatively, encouraging team contributions, involving others in decisions
Adjusting to Change	<i>Embracing Change</i>	Coping with change, tolerating uncertainty, adapting to new challenges
	<i>Thinking Positively</i>	Being optimistic, recovering from setbacks, projecting cheerfulness
	<i>Inviting Feedback</i>	Acknowledging criticism, encouraging critical thinking, gathering feedback
Investigating Issues	<i>Providing Insights</i>	Continuously improving things, identifying key issues, making intuitive judgements
	<i>Developing Expertise</i>	Taking up learning opportunities, acquiring knowledge and skills, updating specialist knowledge
	<i>Adopting Practical Approaches</i>	Applying practical skills, learning by doing, applying common sense
Processing Details	<i>Meeting Timescales</i>	Meeting deadlines, keeping to schedule, finishing tasks
	<i>Following Procedures</i>	Adhering to rules, following instructions, minimising risk
	<i>Checking Things</i>	Finding errors, ensuring accuracy, producing high quality work
Evaluating Problems	<i>Examining Information</i>	Processing information, asking probing questions, finding solutions

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Competency	Elements of the Competency	Key Skills & Abilities
	<i>Documenting Facts</i>	Writing fluently, understanding logical arguments, finding facts
	<i>Interpreting Data</i>	Quantifying issues, applying technology, evaluating information objectively
Providing Leadership	<i>Empowering Individuals</i>	Motivating individuals, inspiring people, giving encouragement
	<i>Making Decisions</i>	Deciding on action, assuming responsibility, standing by decisions
Building Relationships	<i>Establishing Rapport</i>	Putting people at ease, welcoming people, making friends
	<i>Interacting with People</i>	Projecting enthusiasm, making contact, networking
Structuring Tasks	<i>Upholding Standards</i>	Behaving ethically, maintaining confidentiality, acting with integrity
	<i>Producing Output</i>	Working quickly, maintaining productivity, multi-tasking



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Vision, Mission and Values

Anglicare's Vision, Mission and Values describe Anglicare's reason for being, what we do, and how we do it. It is a requirement of all Anglicare's employees that we work in a way that is consistent with these Vision, Mission and Values.

Vision

Jesus Christ honoured, lives enriched and communities strengthened.

Mission

Serving people in need, enriching lives, sharing the love of Jesus.

Values

We exist to share the love of Jesus and value all people as made in the image of the living God. Our faith gives us meaning, purpose, direction and hope as we seek to live lives pleasing to God. This inspires us to act with:

Integrity: We are honest and transparent in the way we treat others and actively promote a culture of trust and respect.

Justice: We seek fairness, equity and inclusion for all people, regardless of who they are. We honour and uphold the right to dignity and an enriched life.

Compassion: We put empathy into action, connecting with individuals by seeking to understand their feelings, thoughts, needs and experiences.

Excellence: We seek to exceed the expectations of those we serve and achieve the highest standards in all we do.

Changes to this Position Description

Your responsibilities also extend to any requirements outlined on a duties list, or that are delegated to you by your manager, supervisor or other person in authority who may direct you in your work, provided that those requirements are lawful and reasonable.

Review and Approval: KATHY PIGGOTT HUMAN RESOURCES MANAGER	08/07/2021
Distribution: (1) Incumbent, (2) Manager and (3) Human Resources	