



Position Description

Position title	Senior Wellbeing Case Manager
Business unit	Northern Adelaide Veterans' and Families' Hub
Relevant Award	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
Award level	Level 5 or 6
Position reports	Centre Manager
Positions responsible for	Nil
Effective Date	September 2024

Purpose of Position

The Veteran Senior Wellbeing Case Manager will provide support to veterans and their families, in a range of areas, as well as assisting them to connect with relevant support services in the local community. This position will also support the Centre Manager by providing clinical guidance to and coordination of the team.

Duties and Responsibilities

Clinical Service Provision

- Lead the provision of high-quality reintegration and support services delivered within the Hub by a multidisciplinary team.
- Ensure the delivery of a high-quality and meaningful engagement, assessment, and support service to Veterans and their families provided by the Wellbeing Case Managers.
- Support the Centre Manager to provide clinical leadership and coordination for a multidisciplinary team conducting assessments, triaging, managing risk and delivering evidence-based interventions to clients and families referred to the service.
- Oversee the triaging/intake of new referrals to the service.
- Provide expert practical advice and secondary consultation to Wellbeing Case Managers.
- Welcome and engage with veterans and their families to ensure they receive high levels of supportive engagement when accessing our service.
- Work with Veterans and their families to support their reintegration by utilising their transition planning and develop individual well-being plans.
- Provide expert clinical support and advice to Veterans and their families with complex presentations.
- Respond to crisis support needs through initial response and appropriate referral to crisis support providers.
- Provide specialist advice in areas such as assessment, intervention, education and referral.
- Respect the cultural diversity amongst individuals and uphold ethical standards in line with both Lives Lived Well and the relevant profession.

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- Provide client centred and culturally appropriate practice as relevant to all clients. This includes engaging in ethical practice by identifying and meeting the social and cultural needs of veterans and their families.
- Support Wellbeing Case Managers with case load management, intake meetings and regular case reviews.
- Manage a clinical caseload of clients and families with mental health presentations providing trauma informed, therapeutic interventions based on current best practice guidelines.
- Engage with local community service providers to facilitate uptake of veterans and their families to access support available within the community and to ensure participation in activities outlined in their individual wellbeing plans.

Team Supervision

- Support the Centre Manager to ensure Wellbeing Case Managers are supported with appropriate supervision and wellness strategies.
- Provide clinical supervision to Wellbeing Case Managers, students, and volunteers as required, including setting priorities, monitoring work outcomes, and ensuring work is performed in alignment with organisational goals, service contract/s and Lives Lived Well policies and procedures.
- Practice according to the philosophy, standards, guidelines, and protocols of Lives Lived Well, including data collection and outcome measurements or any other duties as directed.
- Attend and actively participate in team meetings and direct one-on-one meetings with your manager.
- Participate in regular supervision, professional development, and demonstrate a commitment to the continued development of clinical skills and evidence-based trauma informed best practice.
- Ensure continuity of care by effectively communicating within the team and with other health care providers and relevant stakeholders and maintain compliance with clinical and Lives Lived Well policy.
- Constructively and positively participate in the development, improvement and implementation of systems and processes, including quality and accreditation processes.
- Support the Centre Manager with on-boarding, in-service training and guidance of volunteers.

Working with Lives Lived Well

- Role model behaviour consistent with the Values and Code of Conduct, while maintaining individuality and honouring to the diversity of Lives Lived Well
- Understand and work in alignment with Work Health & Safety, equal employment opportunity, and associated organisational policies.
- Participate in professional development including self-directed learning and required training.
- Engage in self-care strategies.

Please note that the responsibilities outlined in this position description are not exhaustive, and only an indication of the work of the role. Lives Lived Well can direct you to carry out duties which it considers are within your level of skill, competence and training.

Key Relationships

- Develop and maintain working relationships with the team, Centre Manager and Executive across LLW.

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- Build and maintain professional working relationships with locally based community and DVA service providers as well as key external stakeholders including the Department of Veteran Affairs and Ex Service Organisations (ESOs).

Key Selection Criteria

- Degree in social work, psychology, occupational therapy, counselling, or nursing.
- A lived experience or experience working with veterans and their families and/or veteran programs and a knowledge of the issues facing serving and non-serving defence personnel and their families.
- Demonstrated experience leading and mentoring teams
- Highly developed consultation, communication, and interpersonal skills, to engage effectively with diverse clients, staff and stakeholders.
- Demonstrated significant experience in assessment, case coordination and case management with vulnerable people from diverse backgrounds (e.g., homeless, mental health, AOD, CALD including First Nations, LGBTIQ+ and/or people with disability).
- Ability to prioritise key responsibilities and tasks, including the effective and efficient planning and coordination of a complex caseload.
- Ability to collate key documentation to support staff supervision and manage key reporting requirements.

Additional Factors

- Hold a Working with Children Check (e.g., Blue Card)
- Current Australian (issued) Drivers Licence
- Intrastate and interstate travel as required for the role
- The provision of evidence in compliance with LLW's applicable vaccine policy.

The incumbent/s of this role must ensure that they hold and keep current the required registration to perform in the role (e.g., blue card, AHPRA, drivers licence etc.) and advise LLW of any change in circumstances that may impact on the continuation of registration or licence.

Delegations

As per Delegations Policy and Schedule.