



## Employee Position Description

Position Details		
<b>Position Title:</b> Wellbeing Case Manager	<b>Department:</b> Community	<b>Agreement:</b> Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013-2015
<b>Reports To:</b> Senior Manager Camcare	<b>Location:</b> Camberwell	
<b>Direct Reports:</b> Pro Bono Counsellors	<b>Employment Status:</b> Permanent Part Time	<b>Classification:</b> SACS Employee Level 4 (Social Worker Class 2) Year dependent on experience
Position Primary Purpose		
<p>The position of Wellbeing Case Manager is a key role that combines the provision of a quality casework response to clients; intake and assessment duties; and clinical / organisational supervision to pro bono staff and students as agreed with the manager.</p>		
Decision Making Authority	Key Relationships	
<p><b>Decisions made independent of Manager</b></p> <ul style="list-style-type: none"> <li>Case planning and goal setting with client</li> <li>Intake and assessment and allocation decisions</li> <li>File management</li> <li>Time management</li> <li>Supervisory responsibilities</li> </ul>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>Wellbeing Team including students and pro bono staff</li> <li>Community Service Workers, reception and other Camcare Staff</li> <li>Community Portfolio and broader Access HC organisation</li> <li>Senior Manager Camcare</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>Referral pathways such as schools, aged care organisations, and other community organisations</li> <li>Communication with other organisations to make warm referrals on behalf of client</li> </ul>	

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

<b>Key Accountabilities</b>	
<b>Focus Areas</b>	<b>Responsibilities</b>
<b>Intake and Assessment</b>	<ul style="list-style-type: none"> <li>• Provide regular intake and assessment services for new clients into the program;</li> <li>• Provide clear rationale and decision making processes around allocation of new files;</li> <li>• Provide support and feedback to CSW's about appropriate referrals;</li> <li>• Have a knowledge of other services and refer on if not appropriate for AccessHC / Camcare;</li> <li>• Maintain appropriate records to ensure effective and consistent intake and allocation service;</li> </ul>
<b>Direct Client Work</b>	<ul style="list-style-type: none"> <li>• Provide an appropriate and responsive casework service, to individuals, groups, couples and families ;</li> <li>• Deliver a flexible response, for example, from school settings and appropriate community settings;</li> <li>• Provide group facilitation when required;</li> <li>• Work within the parameters of the appropriate organisational guidelines and policies around the provision of direct and indirect casework;</li> <li>• Work in a professional, client centred, child focussed, goal oriented way;</li> </ul>
<b>File Management</b>	<ul style="list-style-type: none"> <li>• Ensure appropriate data collection through IRIS or other relevant system;</li> <li>• Ensure files are kept up to date with the appropriate consent, goal sheets, reviews, file notes and other key documentation appropriately completed and attached to file;</li> </ul>
<b>Supervision</b>	<ul style="list-style-type: none"> <li>• Provide clinical and organisational supervision to pro bono staff and/or student social workers (or related discipline), at least monthly and more often as required, depending on the level and complexity of case load for individual workers;</li> <li>• Ensure direct supervisees maintain files, reporting, direct client work, networking and service provision in a professional way as required by paid staff and stipulated in organisational policy and procedures;</li> <li>• Ensure personal professional development and contribute to the professional development of the team in order to meet the needs of all client groups;</li> </ul>
<b>Organisational Practice</b>	<ul style="list-style-type: none"> <li>• Provide support and assistance to Camcare staff and volunteers in community support work, particularly in relation to high risk presentations, challenging behaviours and critical incidents should they occur;</li> <li>• Contribute to continuous improvement and relevant quality assurance mechanisms;</li> <li>• Attend and contribute to agency meetings/ training/supervision as required;</li> <li>• Contribute to the development of and comply with relevant policies, practice and procedures to facilitate a professional wellbeing program;</li> <li>• Engage in networking and program promotion activities to ensure client target numbers are met and Camcare / AccessHC is recognised as a provider of services in the area;</li> <li>• Perform other duties as directed by manager.</li> </ul>

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

Key Accountabilities	
Focus Areas	Responsibilities
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>Through actions and behaviour, demonstrate AccessHC Values of; <b>Equity, Collaboration, Integrity, Accountability, Innovation</b> and <b>Excellence</b>.</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>Act in accordance with AccessHC's policies, procedures and code of conduct.</li> <li>Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>Act in accordance with health and safety policies and procedures at all times.</li> <li>All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li> </ul>

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

Selection Criteria				
<p><b>Standard selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• Working With Children Check</li> <li>• Professional Registration with appropriate association</li> <li>• Driver's Licence (<i>preferred</i>)</li> </ul> <p><b>Qualifications, registrations and experience</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualifications in Social Work or related discipline</li> <li>• Minimum of 2 years' experience in a Social Work within a community services environment</li> <li>• Proficiency in Microsoft Office and relevant software applications</li> </ul>	<p><b>Key skills and attributes</b></p> <ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills</li> <li>• Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds</li> <li>• Commitment to continuous quality improvement and health promotion principles</li> <li>• Effective time management and prioritisation skills</li> <li>• Well-developed presentation and report writing skills</li> <li>• High level of cultural sensitivity and awareness</li> <li>• Demonstrated ability to work in a team environment</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> <li>• Demonstrated knowledge, experience and skills in the provision of counselling and casework services;</li> <li>• Capacity to develop and provide innovative services to young people, individuals, families and couples including group facilitation skills;</li> <li>• Experience and skills in the provision of intake and assessment for counselling services, including in risk assessment;</li> <li>• Demonstrated training and experience in the provision of clinical supervision;</li> <li>• Demonstrated knowledge, experience and appreciation of the skills required in working with volunteers;</li> <li>• Flexibility to work both as part of a team and individually as required;</li> <li>• Strong networking and liaison skills;</li> <li>• Understanding of working within a community agency, including sensitivity to the needs of disadvantaged or marginalized members of the community;</li> <li>• Excellent computer literacy skills.</li> <li>• Ability to be self-directed</li> </ul>			
<p><i>AccessHC is a Child Safe Organisation.</i></p> <p><i>AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.</i></p>				
<p><i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>				
Version No: 1	Last Updated: (Date)	Author: (Insert Author)	Approved By: (Insert Manager)	Page 4 of 5

Authorisations	
<b>Employee Name:</b> <b>Signature:</b> _____ <b>Date:</b> / /	<b>Manager Name:</b> <b>Signature:</b> _____ <b>Date:</b> / /

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*