



*CatholicCare Canberra & Goulburn*

## **DISABILITY and AGED CARE SERVICES**

### **Case Manager**

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#### **DUTY STATEMENT**

<b>Position:</b>	Case Manager
<b>Responsible to:</b>	Senior Operation Manager
<b>Responsible for:</b>	None
<b>Award:</b>	Centacare Collective Agreement Level 5
<b>Status:</b>	Full-time

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- Provide case management to families and individuals across the program on a needs basis and support families to access Future Planning
- Provide initial assessment and recommendations for all new clients across the program
- Manage a waiting list of clients/families requiring direct support, case management and case work support
- Work closely with staff across the program to deliver best outcomes for clients/families
- Be involved in appropriate community networks
- Provide information to clients/families and referral to other services as required
- Develop exit strategies for clients/families exiting the program
- Liaise with other organisations and advocate on behalf of clients and their families
- Contribute to the development and review of policies and procedure
- Develop an area of expertise
- Contribute to client specific orientation
- Assist the Senior Operations Manager with preparation of statistics
- Contribute to education and training of staff
- Undertake on-call as required
- Accept supervision, attend meetings and undertake training and professional development as required

- Ensure services are delivered within an 'Person centred', SRV and Active Support framework
- Work closely with the FRSC program to provide counselling and mediation to families and clients
- Adhere to and promote CatholicCare Canberra & Goulburn's Vision and Values with staff
- Other Duties as required



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### **SELECTION CRITERIA**

#### **Case Worker**

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- Social Work/Psychologist or relevant tertiary qualifications or extensive experience in a social welfare field
  - Working knowledge of all or any of the following sector service standards: HACC, Disability, Mental Health or similar
  - Demonstrated understanding of the issues involved in working with people who are seen to be 'devalued' in our community
  - Be able to communicate effectively and establish rapport with people with a disability
  - Demonstrated awareness of the relevant principles and practices such as EEO, OH&S, confidentiality and duty of care
  - Demonstrated ability to conduct detailed assessments within a case management framework
  - Demonstrated ability to work within a team environment
  - Current Driver's Licence
  - Willingness to undergo a police and 'working with children' check