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Position Description:
*Case Manager, Family
Preservation and Family
Reunification*

Position title	Case Manager, Family Preservation and Family Reunification
Job type	Full Time
Hours of work	38 hours per week
Reports to	Team Leader, Family Services Program
Location	Cultura Northern Community Hub and Meli premises (West Geelong)
Department	Settlement & Community Support
Direct reports	Nil
Budget	Nil
Agreement/Award	Social, Community, Home Care and Disability Services Industry Award 2010, Level 5
PD date	July 2024

Cultura

Cultura is the new organization resulting from the merger of Geelong Ethnic Communities Council (trading as Diversitat) and Multicultural Aged Care Services Geelong (MACS).

Our Purpose: Provide innovative services to support, care for and celebrate culturally diverse individuals through their life journey

Our Vision: Empowering diverse individuals and communities to reach their full potential

Our Values: Inclusion Integrity Sustainability Kindness

MACS and Diversitat have been serving the Geelong community for more than 40 years with a focus on our multicultural communities. As the new entity, Cultura operates across various sites delivering a range of services including residential aged care, home care and aged support services, settlement, training and education, financial counselling and disability support. We also operate a range of social enterprises including The Pulse community radio and various community events including the popular Pako Festa.

Our aim is to empower individuals and communities to reach their full potential and we aspire to provide an innovative and high-quality response to the changing needs of a culturally diverse community. Every day we act and behave according to our values, with our communities, clients, residents and consumers, and with each other. These values are a key part of our identity and are what brings us to work together successfully.

Cultura has around 400 staff, 300 volunteers and an annual operating budget of \$42 million.

Position summary

The Family Preservation and Reunification Case Manager role is critical in implementing a wrap around, evidence informed case management approach. The response will be culturally safe and utilise a relational approach that is adaptable and responsive to family and individual needs and key case management frameworks including Family Decision Making and the Common Elements Framework.

This position works as part of a broader Family Preservation and Reunification team including Meli (lead agency).

Duties

- Deliver the Family Preservation and Reunification Response providing a rapid, intensive wraparound response to meet the immediate safety and developmental needs of Children and Young People and support parents to improve their self-determination and become more resilient.
- Delivery of intensive case management based on the FPRP Response Guidelines and Best Interest Principles as defined under the Child, Youth & Families Act 2005 and understand how this is integrated within evidence-based programs.
- Work within a culturally safe framework in partnership with family members, specialist and universal service providers.
- Work within the prescribed relational model of connecting and linking families to build safety and empower and create meaningful opportunities that build upon their strengths utilizing a range of evidenced informed intervention strategies.
- Work intensively with children, young people and families to support family preservation and reunification in line with the Child Protection case plan and Care Team.
- Maintain effective risk assessment to regularly assess safety concerns and engage with appropriate professionals to support the safety planning for children, young people and family members.
- Provide court reports/evidence as required.
- Establish and lead care team in line with the agreed action plan.
- Rapid engagement and use of the Common Elements framework, relevant to the individual case plan.
- Strengthen the family's connection to community by meaningful engagement with community supports that will sustain the family over time and be culturally appropriate.
- Access and utilize specialist resources and evidence informed frameworks that address the complex needs of family members including FV, D&A, disability and impact of trauma.
- Work collaboratively with the Aboriginal Practice Lead and FPRP practitioners to ensure that cultural safety is embedded in practice and to achieve good outcomes for Aboriginal children and young people.
- Proactively participate in case supervision, developing the practice framework including Communities of Practice approaches, case reviews, monitoring and evaluation.
- Work collaboratively with Child Protection.
- Provide families with practical and emotional support, advocacy, coaching, skill building and connection to social and economic resources.
- Make recommendations to effectively resolve problems or issues, by using judgment that is consistent with agency's Values, standards, practices, policies, procedures, regulation, industrial instruments or legislation.
- Support and participate in the Agency's continuous quality improvement process.

Qualifications and experience

Essential

- A tertiary qualification in social work, psychology or equivalent.
- Significant experience in case management in Child Protection or community settings.
- Sound understanding of Child and Family Services, the Child Protection system, relevant legislation and court orders.
- Demonstrated ability in delivering strengths-based risk and needs assessments with families and the capacity to implement appropriate intervention strategies.
- Experience and expertise in working with multicultural communities.
- Sound understanding of trauma and its impact on Children and families and a demonstrated capacity to transfer this knowledge to case management practice.
- Well developed time management and communication skills.
- Current full Victorian Driver's License.

Desired Knowledge

- Understanding of family violence and its impacts on Children and families.
- Understanding of the impact of disability for Children and families.

Other Terms and Conditions of Employment:

- Staff will comply with Cultura OHS policies and procedures including the requirement to take reasonable care for their own health and safety and that of other people who may be affected by their conduct. Workplace incidents and injuries are to be reported to a nominated OHS representative and staff are encouraged to raise health and safety concerns in accordance with policy and procedure.
- Employment is subject to the satisfactory completion of a Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check, Work Rights Check, Medical Check and providing evidence of sufficient COVID 19 vaccinations. Cultura will pay for the costs associated with Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check and Medical Check.
- Staff are responsible and will be held accountable for their continuing compliance with our Mandatory Reporting – Child Protection policy. It is expected that staff will maintain contemporary knowledge of the policy and enact the policy at all times. Staff have a responsibility to raise any concerns they have about child safety to their direct manager or a senior manager immediately.

Child Safety

Cultura is committed to the safety and wellbeing of all children and young people. Cultura has zero tolerance for child abuse. Cultura is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and linguistically diverse backgrounds, children who identify as part of the LGBTI Community as well as the safety of children with a disability. Every person involved at Cultura has a responsibility to understand the important and specific role they play individually and collectively to ensure the wellbeing and safety of all children and young people.

Inclusion and Diversity

Cultura is committed to supporting Indigenous Australians, culturally diverse candidates and candidates with a disability gain employment and develop their careers with us. If you would like further information about this role, please feel free to contact us. We encourage you to apply.

Expected Behaviors

- acts in accordance with the Cultura code of conduct, and is committed to the Cultura vision, purpose and values;
- acts in accordance with health and safety policy and management system;
- actively promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities;
- demonstrates a customer focus by prioritizing the needs and outcomes of internal and external customers;
- acts in a manner consistent with Cultura policies, including by valuing diversity, inclusion, equal opportunity, privacy and confidentiality;
- demonstrates teamwork and collaboration and positively contributes to group activities;
- acts with agility, leading to innovation and continuous improvement;
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery;
- provides evidence of relevant immunization status, such as serological immunity or vaccination history, as required for the inherent requirements of the role;
- performs duties within scope of practice for the role, and according to the applicable credentials including qualifications, registrations and professional competencies;
- maintains current and valid credentials in accordance with relevant legislation and industry requirements.

Acceptance of offer

I understand the role, responsibilities and outcomes required to successfully meet the requirements of this position and I accept this Position Description.

Name	
Signature	
Date:	

Please return a signed copy of this Position Description to People and Culture, prior to commencing the role.