

# **APPLICANT INFORMATION**

## **Case Manager**

### **Schools Assertive Outreach Service (SAO)**

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Thank you for your interest in the position of Case Manager – Schools Assertive Outreach Service (SAO) with Centacare Catholic Family Services.

Should you choose to apply, your application will be assessed on your related qualifications, experience, skills and knowledge.

The Position Description following outlines the 5 Key Performance Indicators (KPIs) and the essential and desired qualifications required for the position.

**In support of your application it is anticipated that you will:**

1. Submit a covering letter
2. Address each of the 5 KPIs by providing a short statement that demonstrates your experience relevant to the competencies and core responsibilities outlined in the position description
3. Attach or include your up-to-date Resume/Curriculum Vitae and provide contact details of three professional referees with one being for your most recent employer

Please submit your application by the advertised closing date with your Curriculum Vitae (CV) and details of three current referees, either by email or post to:

Please send application to:

**Nigel Wyatt**  
**Manager, Schools Assertive Outreach Service (SAO)**  
Centacare Catholic Family Services  
413 Grange Road  
SEATON SA 5023

Or By Email:

[nwyatt@centacare.org.au](mailto:nwyatt@centacare.org.au)

## POSITION DESCRIPTION

### Case Manager

### Schools Assertive Outreach (SAO)

#### Our Vision

To be a human services organisation which values and respects clients through the delivery of responsive, flexible and effective services

#### Centacare is a Child Safe Organisation

POSITION INFORMATION	
<b>POSITION TITLE</b>	Case Manager, Schools Assertive Outreach Service (SAO)
<b>RESPONSIBLE TO</b>	Executive Manager, Support Training and Intervention Services through Manager, SAO
<b>UNIT</b>	Support Training & Intervention Services
<b>AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SoComm)
<b>CLASSIFICATION</b>	Social and Community Services Employee Level 5

POSITION DESCRIPTION	
<p>Schools Assertive Outreach Services, falls within the national homelessness strategy 'Turning off the Tap' and will support young people who are homeless or at risk of homelessness to maintain their connection with education. Supporting young people to establish and maintain connections with education is considered crucial to minimising the impact of homelessness both in the short and long term.</p> <p>The Schools Assertive Outreach Service recognises that housing instability, transience and homelessness each impact heavily upon a young person's educational opportunities and future success.</p> <p>The role of the Schools Assertive Outreach (SAO) team is to provide a specialised early intervention service response to secondary school students who have been identified as homeless or at risk of homelessness. SAO will provide support to young people a through outreach case management and group work.</p> <p>The Social Worker / Case Worker works with young people and their families, school personnel and the community to facilitate the stabilisation of the young person's housing and their reintegration into education, in both case work and group based settings.</p>	

#### QUALIFICATIONS & CONDITIONS

<b>Essential:</b>	Degree qualification in Social Work or other relevant qualification.
<b>Desirable:</b>	Experience working with young, homeless people and/or the educational setting.

## KEY PERFORMANCE INDICATORS (KPI)

To competently perform in this position, the person should possess the following knowledge, skills and experience based upon Key Performance Indicators

### KPI 1: CUSTOMER SERVICE

Key Competencies	Key Measures
<ul style="list-style-type: none"><li>• Act in a professional manner at all times when dealing with internal and external clients and stakeholders</li><li>• Demonstrate a strong understanding of Centacare and positively promote the organisation both internally and externally</li><li>• Maintain confidentiality on all issues relating to the organisation, clients and colleagues</li><li>• Provide prompt and courteous service to all clients; including colleagues, other services and the community</li><li>• Treat all clients with respect and equality, whilst being responsive to their needs</li><li>• Demonstrate an awareness of diverse cultural needs.</li><li>• Maintain a professional manner and be responsive to enquiries</li></ul>	<p><b>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients</b></p>

### KPI 2: PROFESSIONAL AND TECHNICAL SKILLS

Key Competencies	Key Measures
<p><b><i>Work Management</i></b></p> <ul style="list-style-type: none"><li>• Time management and task prioritisation</li><li>• Maintenance of accurate client and/ program files</li><li>• Thorough knowledge of relevant legislation</li></ul> <p><b><i>Clinical Knowledge</i></b></p> <ul style="list-style-type: none"><li>• Proven experience in working with people with complex needs and/or people living with a mental illness</li><li>• Applies knowledge of theory to practice encompassing Systems theory</li><li>• Knowledge of youth homelessness and the impact related to the ongoing engagement of education/training and employment for young people</li></ul>	<p><b>Demonstrated knowledge and application of the specific skills required for this position</b></p> <p><b>Demonstrated collaborative work practices</b></p>

**KPI 2: PROFESSIONAL AND TECHNICAL SKILLS**

Key Competencies	Key Measures
<p><b><i>Clinical Knowledge (continued)</i></b></p> <ul style="list-style-type: none"> <li>• Applies thorough knowledge of issues impacting upon early disengagement of students from school including; emotional and behavioural disorders, homelessness, substance use, mental health issues, family disharmony and breakdown, involvement in the juvenile justice system, child abuse and neglect</li> <li>• Knowledge of educational settings and operations in relation to young people</li> <li>• Sound experience of working within an early intervention model</li> <li>• Proven knowledge of developing and delivering training and information sessions</li> </ul> <p><b><i>Working in Partnership</i></b></p> <ul style="list-style-type: none"> <li>• Ability to develop strong relationships with key stakeholders</li> <li>• Ability to work closely with management</li> <li>• Work collaboratively with local and relevant services</li> <li>• Develop strong relationships with key stakeholders</li> <li>• Contribute to community and professional capacity building by developing networks and knowledge of resources within Centacare and participation in external networks of services and agencies within the relevant sector</li> </ul>	

**KPI 3: COMMITMENT TO ONGOING DEVELOPMENT AND MANAGING CHANGE**

Key Competencies	Key Measures
<ul style="list-style-type: none"> <li>• Effectively balance work, family and personal commitments</li> <li>• Commitment to continual professional and personal development</li> <li>• Demonstrate flexibility and initiative during periods of change</li> <li>• Attend all compulsory training sessions identified by the organisation and undertake other training and development as required</li> </ul>	<p><b>Demonstrated experience and understanding of the need for continuation of both personal and professional development</b></p>

#### KPI 4: TEAMWORK AND COMMUNICATION

##### Key Competencies

- Demonstrate the ability to work consistently and positively within a team to achieve positive outcomes
- Demonstrate a commitment to teamwork and the maintenance of a supportive work environment
- Work harmoniously with other team members to achieve service delivery excellence
- Resolve any workplace conflict in a professional manner and through the correct organisational processes
- Participate in regular and professional communication with the manager and with all relevant colleagues and managers
- Participate in supervision and support as required
- Actively participate in the Performance and Professional Development review and Plan as required

##### Key Measures

**Demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the Organisation**

#### KPI 5: WORKPLACE RESPONSIBILITIES AND WORK HEALTH SAFETY (WHS)

##### Key Competencies

- Be aware of, and practice according to the organisation's mission, objectives, core values and strategies
- Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation
- Participate in and contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards
- Support the development and maintenance of a best practice WHS culture within the workplace
- Participate in and contribute to WHS activities to ensure a safe work environment for clients, community, staff and visitors
- Adhere to safe work practices
- Implement actions in WHS plans as required
- Ensure that all documentation is accurate and completed in a professional and timely manner
- Coordinate filing and administration in a professional and orderly manner
- Ensure all records are maintained according to Centacare's WHS policies and procedures

##### Key Measures

**Committed to meeting all legislative and organisational responsibilities and working in accordance with policies and procedures**

**Demonstrated commitment to the professional and timely administration of all documentation requirements**

## PERFORMANCE MONITORING

Performance Monitoring and review of the Position Description is managed in accordance with the Performance and Professional Development Policy and Supervision Policy.

The process is implemented through a performance framework that includes:

- Day to day management, communication and continuous feedback from Line Manager
- Annual Performance and Professional Development Review
- Regular Supervision Sessions scheduled between the worker and Line Manager or Supervisor

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I have read, understood and accept the responsibilities outlined in my position description.

**Employee:** \_\_\_\_\_ **Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Executive Manager:** \_\_\_\_\_ **Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_