

Position Description

Program or Function name:	Treatment Foster Care Oregon (TFCO)
Role Title:	Case Coordinator
Award Classification: (If relevant)	SCHCADS Level 5
Location:	Campbelltown
Employment Status:	Part time
Reports to:	Program Supervisor, TFCO

OzChild

Founded in 1851, OzChild support vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families.

It is our goal to see that all children and young people are safe, respected, and nurtured, and reach their full potential.

Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation, and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting, and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to behave appropriately towards children at all times.

Role Purpose Summary

The purpose of the position is to improve outcomes for young people by providing case support and coordination to ensure that the young people in the TFCO program are provided with the necessary services and that outcomes are measured and recorded.

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices, and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.

- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high-quality services to children and young people, their families and to carers/volunteers.
- **We deliver innovative solutions:** Engage others in the development of functional plans, tactics, and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan.
- **We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles.
- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

Position Specific Responsibilities

- Assist with the recording, collation, dissemination of data, and oversee administrative clinical requirements of TFCO
- Liaise with Department for Children, Youth Justice and Multicultural Affairs (DCYJMA) to ensure each young person has a current Case and Cultural Support Plan on file
- Participate in the development of Cultural Care plans in line with the young person's Case and Cultural Support Plan in consultation with internal and external Aboriginal and/or Torres Strait Islander staff and stakeholders
- Coordinate and assist with Quality Accreditation, Licensing, organisational and program requirements
- Use of client management system (Family Journey) to ensure that all information is recorded in required timeframes, is accurate and up to date
- Build operational partnerships with internal and external stakeholders to enable strong working relationships and facilitate issue resolution
- Collate and produce various program reports (Case Studies, Closure reports)
- Develop and maintain relationships to ensure the delivery of service and achievement of outcomes
- Collaborate with relevant external providers including schools, medical practitioners, recreational providers, and others as required
- Participate in the TFCO program on-call roster
- Participate in building a strong team that is built on inclusiveness and respectfulness operating with a high level of professional conduct in a complex and demanding environment.
- Demonstrate accountability for adherence to the principles, policies, and processes inherent in internal and external quality, safety, and governance framework
- Implement relevant quality systems and processes to facilitate continuous improvement, compliance, and alignment to OzChild processes
- Assist with the collection, collation and tabulation of various outcome measures and reports, both internal and external.
- Liaise with the necessary stakeholders to facilitate data collection

Key Job Relationships

Internal

- TFCO Clinical Team

External

- Clients (children) and their families

- Marketing and Comms Team
- Foster Carers
- DCYJMA and other government bodies
- Aboriginal Community Controlled organisations
- Community organisations
- TFC Consultants
- Peak welfare associations and network
- Schools, Child Care, Health Professionals etc.

Qualifications

Essential

- Tertiary qualification in Social Work, Psychology or a relevant discipline that is recognised in Australia.

Screening and Licences

- Satisfactory safety screening (Police & Working with Children Checks relevant to where OzChild deliver services).
- Must be able to drive, provide and maintain a valid Drivers' Licence and have access to reliable transportation.
- Current Safe Environments training (or willingness to obtain)

Skills and Experience

- Knowledge and application of National and State child protection legislation and practices for children at risk
- Experience in assessing and supporting foster carers (desirable)
- Demonstrated ability to work as part of a team
- In-depth knowledge and understanding of the principles and challenges of supporting vulnerable families.
- An understanding of cultural contexts and the unique needs of Aboriginal children and young people.
- Understanding of the broad range of issues impacting on the community services sector.
- Strong written and verbal communication and organisational skills.
- Effective network development skills and ability to build positive and productive professional relationships
- Advanced computer skills, including the Microsoft Office suite and email, plus familiarity with web-based information management.

Mandatory Training

All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

Organisational Responsibilities

- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate good working relationships with all services of OzChild, the clients, their families, and other people significant to the client.

- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
- Attend client, employees related meetings, workshops, conferences, and training as required.
- Ensure privacy and confidentiality are always upheld.
- Be familiar and comply with OzChild policies, procedures and other work instructions as updated from time to time.
- Represent OzChild and our services in a positive manner at forums, meetings, and training with external agencies.
- Assist in the development of continuous improvement and service accountability initiatives as needed.

OzChild People Responsibilities

- Ensure compliance with OzChild’s Code of Conduct, policies and procedures, and commitment to cultural awareness and child safety;
- Demonstrate commitment to diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination;
- Participate in and complete all mandatory training, and participate in other training and development opportunities to ensure they have the necessary qualifications, skills, certificates, and clearances to meet the requirements of their position;
- Embrace and utilise technology and new ways of working to enhance collaboration, effectiveness and outcomes;
- Ensure the safety and well-being of self and other;
- Work together as a team and encourage and support others within their team;
- Speak up, and making it clear when behaviour is unacceptable;
- Support those who are affected by breaches of this policy and encourage them to take action;
- Raise concerns and or complaints in a constructive manner, including identifying possible solutions.

Safety and Wellbeing Responsibilities

- Assume accountability for safety and wellbeing for self and others;
- Undertake all duties safely and in accordance with applicable policy, procedures, and processes;
- Participate in safety and wellbeing consultative forums and contribute ideas to improving safety and wellbeing;
- Where appropriate, participate in workplace safety and wellbeing training, programs, and initiatives;
- Report all work health and safety breaches, hazards, and incidents, and assist with actions to reduce and eliminate risks.;
- Report any work related or non-work related injury or illness;
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work related and non-work related Health Condition/s.

Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.

I have read and understood the position description.

Team Member Name:

Team Member Signature:

Date:

[Click here to enter a date.](#)