

## THERAPUTIC CASE MANAGER – FAMILY CONNECTIONS PROGRAM

### POSITION DESCRIPTION

Conflict Resolution Service is a nationally accredited alternative dispute resolution service that resolves conflict professionally, competently and compassionately.

- As a not-for-profit organisation we are the leading alternative dispute resolution service in the Australian Capital Territory. Focusing on reducing the emotional and financial impact of conflict on the community.
- As accredited professionals we work in partnerships with courts and are the preferred provider for Government, businesses, the community and individuals to resolve conflict.
- In a distinctive way we respect the rights and voices of all parties engaged in resolving conflict and seek to ensure our costs are low to facilitate access for those on low incomes in our community.
- We are multidisciplinary organisation that specialise in therapeutic case management and holistic wrap around support for vulnerable young people and families.
- We are the only locally based Nationally Accredited Mediation Training organisation.
- All our services are provided through a Trauma Informed lens and as such the organisations leadership is founded on Trauma Informed principles.

**AS A CHARITABLE ORGANISATION CONFLICT RESOLUTION SERVICE KEEPS COSTS LOW TO ENSURE THE CANBERRA REGION CAN ACCESS SERVICES THEY REQUIRE IN A TIME OF NEED.**

Conflict Resolution Service is a registered not-for-profit Organisation that has been supporting the Canberra Region in Dispute Resolution Services for over 30 years. Our professional services include:

- Family dispute resolution
- Community mediation
- Programs to prevent youth homelessness
- Conflict coaching for families and individuals
- Community education



- Workplace consultations

Services are offered to individuals, government agencies and the private sector. Conflict Resolution Service is funded by the ACT Government with additional income being generated through fees for commercial mediation, facilitation and training.

### PROGRAM

The Family Connections Program supports young people aged 15-24 and their families to improve family functioning and reduce the risk of homelessness. Primary focus will be on multicultural young people and families however will support all young people in order to create an inclusive and accessible service. The program works with young people and their families to address their complex and intersecting factors through a youth centred/family focused integrated service model.

Family Connections aims to improve family connection and safety and address the diverse needs to improve outcomes for individuals and families and reduce the risk of family breakdown and youth homelessness.

The program provides a multidisciplinary approach offering intensive therapeutic case management, family mediation and restorative conferencing and individual and family counselling.

**Conflict Resolution Service are the lead agency in partnership with Multicultural HUB Canberra (mHub) to deliver this integrated service.**

### POSITION OVERVIEW

Intensive Therapeutic Case Management is provided to all young people within the program. The case managers will connect with safe family members identified by the young person to either preserve or reunify family relationships. Therapeutic case management encapsulates the wellbeing domains of the young person and acknowledges how these areas can affect a young person's ability to have secure relationships and accommodation. Case managers will work in conjunction with the counsellors and mediators to provide wrap around support to the young person and their family to address any intersecting risk factors and complex needs.

Young people will have access to a CRS case manager or mHub case manager depending on their preference.

<b>POSITION TITLE</b>	Family Connections – Therapeutic Case Manager
<b>CONTRACT TYPE</b>	<p>Full-time</p> <p>Flexible working arrangements available according to job role and responsibilities.</p> <p>Availability to work Monday – Friday, between 7am -7pm</p> <p>All CRS employment contracts are dependent on continued Government Funding.</p>
<b>REMUNERATION</b>	Level 5.1 (Social, Community, Home Care and Disability Services Industry Award 2010)
<b>PRIMARY LOCATION</b>	1/32-38 Townshend Street, Phillip, ACT 2606
<b>SUPERVISOR</b>	Manager, Family and Youth Programs
<b>KEY RESPONSIBILITIES</b>	<p>The key responsibilities associated with this role include:</p> <p><b>1. Case Management</b></p> <ul style="list-style-type: none"> <li>• Follow strength-based case management principles and procedures to work in collaboration with the young person and their family to assess, plan, implement, monitor, and review the planning for the young person.</li> <li>• Use a client centered, holistic approach when working with young people and families.</li> <li>• Ability to perform a comprehensive assessment process to identify shared goals through case planning.</li> <li>• Identify, negotiate, and coordinate the delivery of services to meet the needs of the young person and their family.</li> <li>• Support young people and their families through crisis, ensuring safety as main priority. This includes facilitating emergency accommodation options, supporting the family in reunification and safety planning as appropriate</li> <li>• Provide advocacy for young people and their families to achieve optimal outcomes across the domains of education, mental and physical health, legal/criminal, housing, and other areas of support as required</li> <li>• Work in collaboration with the family mediator and counsellor to provide holistic support to young people and families</li> </ul>

	<ul style="list-style-type: none"> <li>• Establish, maintain, and promote collaborative and positive relationships with key government and community stakeholders relevant to service coordination</li> <li>• Understand legal and ethical considerations for working with young people under 16.</li> </ul> <p><b>2. Quality Assurance</b></p> <ul style="list-style-type: none"> <li>• Perform regular review and reassessment processes with clients to ensure information is correct, risk is regularly reappraised, goals remain relevant, and success is celebrated</li> <li>• Engage in regular supervision and reflective practice</li> <li>• Actively engage and contribute to Weekly Case Review meetings</li> <li>• Maintain detailed and up to date case notes and documentation</li> <li>• Engage in networking to enhance collaboration and partnerships.</li> </ul> <p><b>3. Policies and Procedures</b></p> <p>Maintain adherence to respective program policies and guidelines, including identifying any gaps to ensure:</p> <ul style="list-style-type: none"> <li>• Alignment with regulatory and statutory requirements</li> <li>• Best practice in service delivery</li> <li>• Currency of practice; and</li> <li>• Staff welfare and wellbeing.</li> </ul> <p><b>4. Administration and Records Management</b></p> <ul style="list-style-type: none"> <li>• Ensure CRS client database in being used accurately and effectively in recording client information, case activity and progress</li> <li>• Ensure CRS continues to meet the requirements of the Privacy Act in managing data and liaison with other services.</li> </ul> <p><b>5. Reporting</b></p> <p>Assist where necessary to internal and external reporting including:</p> <ul style="list-style-type: none"> <li>• Reports to management</li> <li>• Six monthly Service Funding Agreements</li> </ul> <p><b>6. Other duties as directed.</b></p>
<b>SELECTION CRITERIA</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in, or strong understanding of dispute resolution services.</li> <li>• Extensive knowledge and experience in trauma informed practice</li> <li>• Proven ability to work in collaboration with other service providers to improve quality of life for young people and/or families</li> </ul>

	<ul style="list-style-type: none"> <li>• High level interpersonal and problem-solving skills</li> <li>• Well-developed written and communication skills and ability to document comprehensive case notes</li> <li>• Ability to be flexible and adapt to changing environments</li> <li>• Capacity to work with high needs and complex families.</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>• Recognised qualification in Mediation in accordance with National Mediator Accreditation Standards</li> <li>• Previous experience working in the not-for-profit sector</li> <li>• Mental Health First Aid Training</li> <li>• Family Violence Training.</li> </ul>
<p><b>QUALIFICATIONS</b></p>	<ul style="list-style-type: none"> <li>• Tertiary qualification in Social Work, Psychology, or the equivalent</li> <li>• Minimum two years' experience in youth and family case management or equivalent</li> <li>• Full driver's license</li> <li>• WWVP clearance.</li> </ul>
<p><b>CONDITIONS OF EMPLOYMENT</b></p>	<p>This Job description has been developed and established on the understanding that this job is the employee's primary employment.</p> <p>In consideration of the safety and wellbeing of employees, and the business and other interests of Conflict Resolution Service, all employees are required to obtain prior approval from the CEO to undertake other employment, both paid and unpaid (including voluntary). Failure to do this may be considered a breach of contract and grounds for disciplinary action, including but not limited to termination of employment.</p> <p>In the event that the employee undertakes other employment, this Job description should be reviewed to ensure the interests and obligations of the employee and organisation are met.</p>

CONTROL PANEL	
VERSION	1.2
DATE	August 2023
EMPLOYEE NAME	
SIGNATURE	



DATE
Deputy CEO
SIGNATURE
DATE

