

POSITION DESCRIPTION

Position Title:	Therapeutic Case Manager
Location:	SE Queensland
Employer:	Bravehearts
Terms:	Part Time Temporary, June 2019
Responsible to:	National Manager of Advocacy and Support Services



Our Vision

To make Australia the safest place in the world to raise a child.

Mission Statement

Our Mission is to prevent child sexual assault in our society.

Guiding Principles

Our Guiding Principles are to, at all times, do all things to serve our Mission without fear or favour and without compromise and to continually ensure that the best interests and protection of the child are placed before all other considerations.

Guiding Values

Our guiding values are to at all times do all things to serve our Mission with uncompromising integrity, respect, energy and empathy, ensuring fairness, justice and hope for all children and those who protect them.

Purpose of Position:

A key focus of this role is to provide support to survivors who have experienced institutional child sexual assault and are wishing to engage with the National Redress Scheme.

The role of the Therapeutic Case Manager is to provide short term counselling and practical support to those who have experienced child sexual assault.

Term of Appointment:

The position is Part Time (3 days per week) until 30 June 2019.

Remuneration range:

Social, Community, Home Care and Disability Services Industry Award, Level 5.

Primary Duties and Responsibilities:

Reporting Relationships

The Therapeutic Case Manager is responsible to the National Manager of Advocacy and Support Services, who reports directly to the Director of Therapeutic and Support Services.

Key Areas of Responsibility:

Client caseload:

- The Therapeutic Case Manager will manage a caseload of approximately: 10 clients.

National Redress Scheme support:

- Provide clear and accurate information about the National Redress Scheme ('Redress Scheme') to clients who have experienced historical Institutional Child Sexual Abuse.
- Assist clients in completing and lodging applications for the Redress Scheme.
- Provide clients with practical short term counselling and emotional support during the Redress Scheme application process.
- Support clients when receiving decision outcomes.

- Support clients as required through the Direct Personal Response.
- Provide support and appropriate referrals to clients who may not be able to access the Redress Scheme.
- The Case Manager will not provide legal advice to clients regarding the Redress Scheme, but will facilitate referrals to legal services as appropriate.

Additional responsibilities:

- Assist the Bravehearts' Information and Support line team to answer calls in times of staff shortages.
- Attendance at conferences/meetings/Bravehearts functions with approval from the Director of Therapeutic and Support Services.
- Ensure seamless communication with clients and work colleagues.
- Meet and where possible exceed agreed Key Performance Indicators.
- Participate in bi-annual planning and support sessions (PASS).
- Keep accurate records of your work (including statistics) whilst also ensuring timely completion of set tasks.
- Maintain their Outlook diary to accurately reflect client appointments/daily activity.
- Complete client notes on clients' Service Record System profile by close of business on the relevant day.
- Keep up-to-date case plans for each client.
- Participate in self-care activities
- Undertake supervision and professional development.
- Work as a team to expand and continuously improve concept and service delivery.
- Work as part of a team to meet Bravehearts mission.

Qualifications and Skills:

Qualifications/Experience:

- A qualification in related discipline is preferred (for example, social work, psychology, counselling, community or human services).
- A minimum of 1 year experience in advocacy or support in a community organisation is desirable and/or experience with the Royal Commission into Institutional Responses to Child Sexual Abuse.
- Experience in trauma counselling including phone support.
- An understanding of the nature of supportive counselling and of the difference between short-term supportive counselling and longer term therapeutic counselling.
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices preferable.
- Must have or be willing to apply for a Working with Children Check (Blue Card) and a National Police Certificate.
- Must possess a driver's license.

Skills and Abilities:

- A sound understanding of the effects of child sexual assault on the individual, family, interpersonal, and societal level.
- Highly developed interpersonal and communication skills including boundary setting, warmth and empathy.
- Ability to work autonomously and take initiative.
- Excellent written and verbal communication.
- Ability to work well within a team environment.
- Exceptional organisational and time management skills.
- Intermediate use of Microsoft office suite and keyboard skills.

Personal Qualities:

- Respect for privacy and confidentiality.

- The appointee needs to possess personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission and philosophy and to its vision for an optimum contribution to the lives of children and young people who have experienced sexual assault, their non-offending family members and primary caregivers.
- Principles of social justice will underpin the appointee's practice.

I, _____ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I will immediately inform my manager of any charges of child sexual assault or interpersonal violence.

I have read, agree and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual assault, or violence towards person, whether at work or not, may lead to immediate termination of employment. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____

Date: _____