

Westhaven

Our Vision – **Live how you choose**
Our Core Values – **C.H.O.I.C.E**

Position Title	Service Manager Manager Casework	Reports to	Operations Manager		
Number of Direct Reports	1-7	Position Location		Version	January 2024

Purpose of the position

We are seeking a highly skilled and compassionate Service manager, Manager Casework, to join our team. As a Service Manager of Casework, you will be responsible for overseeing and coordinating a Team of Caseworkers, which delivers comprehensive case management services to Children and Young People (CYP) and their families facing diverse challenges. The ideal candidate will possess strong leadership qualities, exceptional organisational skills, and a deep commitment and understanding of Out Of Home Care (OOHC) practices and Policies to support CYP's with significant disabilities.

Qualifications:

- Bachelor's or Master's degree in social work, psychology, Social Science or a related field. Or be of Aboriginal or Torres Strait Islander descent and willing to study to further upskill.
- Proven experience in case management, with a focus on leadership and team management.
- Strong interpersonal and communication skills.
- Knowledge of relevant laws, regulations, and best practices in social services.
- Ability to work collaboratively in a multidisciplinary team.
- Compassion, empathy, and a commitment to advocating for the well-being of clients.

Decision making

The Service Manager of Casework will work alongside another Service Manager of Casework to manage a large team of Caseworkers. The Service Manager of Casework will make the day to day decisions for the smooth running of the Casework team and will report to the CS Operations Manager.

Key Accountability Descriptor	Responsibilities
<p>Case Management Leadership:</p>	<p>Case Management Leadership:</p> <ul style="list-style-type: none"> ● Provide leadership and guidance to a team of caseworkers, ensuring the effective and compassionate delivery of services. ● Oversee the development, implementation, and monitoring of case management policies and procedures to ensure high-quality service delivery. ● Collaborate with other departmental managers to enhance overall organisational effectiveness.
<p>Client Assessment and Planning:</p>	<p>Client Assessment and Planning:</p> <ul style="list-style-type: none"> ● Work with Practitioners and the Westhaven Service Delivery Team to Conduct initial assessments of CYPs to identify needs, strengths, and barriers. to develop and implement personalised service plans tailored to the unique circumstances of each CYP. ● Mentor and guide caseworkers to remain compliant with all work, enhancing their skills and growth within their role. ● Monitor and evaluate the progress of CYP's, adjusting Case Plans as needed to ensure optimal outcomes.

<p>Staff Development and Training:</p>	<p>Staff Development and Training:</p> <ul style="list-style-type: none"> • Provide ongoing training and professional development opportunities for casework staff. • Foster a positive and collaborative team environment, promoting continuous learning and skill development. • Conduct regular performance evaluations and provide constructive feedback to enhance individual and team effectiveness.
<p>Collaboration and Networking:</p>	<p>Collaboration and Networking:</p> <ul style="list-style-type: none"> • Establish and maintain effective partnerships with external organisations, agencies, and community resources to expand the range of available services. • Attend relevant community meetings and events to stay informed about resources and opportunities for clients.
<p>Data Management and Reporting:</p>	<p>Data Management and Reporting:</p> <ul style="list-style-type: none"> • Ensure accurate and timely documentation of client interactions and progress. • Generate regular reports on casework activities, outcomes, and trends to inform program evaluation and improvement.
<p>Compliance and Quality Assurance:</p>	<p>Compliance and Quality Assurance:</p> <ul style="list-style-type: none"> • Ensure compliance with all relevant laws, regulations, and ethical standards governing casework services. • Implement quality assurance measures to continually enhance the effectiveness and efficiency of casework processes.
<p>Crisis Intervention:</p>	<p>Crisis Intervention:</p>

- Provide guidance and support to casework staff in managing crisis situations.
- Collaborate with other departments to develop and implement crisis intervention protocols.

Knowledge, Skills, Experience and Compliance:

The Service Manager of Casework will have demonstrated knowledge of

- OOHC practices, policies and the Care and Protection Act.
- Experience in leading teams of caseworkers
- Experience in reporting to The Department of Children and Families (DCJ).
- Experience in legal matters pertaining to CYPs in OOHC.
- Restoration and Family contact oversight to meet DCJ and The Office Of Children's guidelines
- Leaving care matters for CYPs
- Exceptional communication, verbal and written
- Be able to proactively manage and maintain a network with other agencies to resource services for the CYPs in Westhaven care
- It would be an advantage if the candidate has experience in the ChildStory platform.

Key Challenges

- Maintaining compliance for CYPs with a significant disability
- Managing families of CYPs that are under the care of the Minister until the age of 18.

[NDIS Workforce Capability Framework](#)

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of ‘what good looks like’ for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission’s principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

NDIS Workforce Capability Framework

Supervision and Frontline Management

Capability Group

Capability Name and Description



Manage, supervise and coach others

Model and reinforce values in organisational culture and practice

- Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

Promote quality through consistent good practice

- Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services.

Support health and manage risk

- Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.

Foster and develop a capable workforce

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.