



POSITION DESCRIPTION	
POSITION	Case Management Specialist
REPORTS TO	Manager Settlement and Communities
DIRECT REPORTS	Nil
POSITION SUMMARY	The Case Management Specialist provides internal leadership and expert advice to Northern Settlement Services (NSS) relevant employees regarding best practice case work. The role will help empower and upskill NSS employees to deliver high quality case work, as well as develop effective and consistent systems to ensure high quality service in line with funding requirements.
LAST REVIEW	July 2021 (Manager Settlement and Communities)

Key Responsibilities and Accountabilities

Review and Enhance Case Management Framework

- Review and redesign of existing NSS case work systems and frameworks, from end to end intake, referral and casework, to ensure a best practice compliant system that meets the needs of members of Culturally And Linguistically Diverse (CALD) communities and high complexity cases, as relevant to each funding stream.
- Redesign and update existing outcome measurements systems to inform Data Exchange (DEX) reporting, and to allow for robust, wider assessment of activities and programs.
- Provide recommendations on changes and updates of existing frameworks to the Manager – Settlement and Communities and other senior managers.
- Design and lead implementation of required training on updated case work systems and frameworks that can be used to training existing NSS employees and onboard future employees.
- Develop and review relevant documentation and systems to achieve consistency in client management systems and experience, including but not limited to policies, procedures, an employee manual detailing case work protocols and a manual for comprehensive use of the data recording system.

Capacity Building and Support

- Act as a point of escalation on complex casework matters, including those involving Domestic and Family Violence (DFV), child protection, disability, mental health matters and multiple needs.
- Work collaboratively with senior managers to ensure effective management of escalated cases, and provide debriefing support to case workers as required.
- Model and train case work employees and supervisors in best practice case conferencing, taking a lead role in case conferences as required.
- Review training requirements for roles requiring case work, taking into account the needs of the role and the current occupants training needs, identify and co-ordinate appropriate and necessary training with external providers in consultation with the Manager Settlement and Communities and other senior managers.



- Lead the entrenchment of a client-focused performance culture at NSS through the ongoing development and continuous improvement of employees who undertake case work, by providing expert advice on trauma-informed case work practices, techniques and methods.
- Assist the Manager – Settlement and Communities and other senior managers by providing ongoing feedback, mentoring, advice and coaching on technical practice matters, building the capability of all NSS employees involved in case work, including providing individual training and support where necessary.
- Identify opportunities for development of updated or new training and practices that are innovative and responsive to industry trends.
- In collaboration with the Manager – Settlement and Communities and other senior managers, help ensure case workers meet their case recording and case file requirements.

General

- Undertake related administrative duties, including but not limited to maintaining accurate client records, ensuring confidentiality at all times.
- Maintain familiarity with current legislation, policies, guidelines, research, and other resources, as they relate to the service, including DFV, child protection and privacy.
- Take reasonable care of your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other employees or clients.
- Ensure appropriate and respectful workplace behaviour at all times and promote a working environment which is free from discrimination, bullying and harassment.
- Undertake any other tasks, duties or specific projects within your area of skill and expertise, as required by NSS.

POSITION REQUIREMENTS

Essential

- Undergraduate Qualification in Social or Behavioural Science (or similar).
- Demonstrated five (5) years' experience managing high complexity case work.
- Experience working with culturally and linguistically diverse (CALD) communities and colleagues.
- Experience and knowledge of task centred intervention in a variety of settings e.g. individuals, couples, children, young people, families and groups.
- Demonstrated ability to manage caseloads and lead case conferences.
- Demonstrated capacity to analyse, improve and document systems and processes
- Experience in staff training and mentoring
- Demonstrated highly developed written and verbal communication skills.
- Strong ability to work with diverse groups of people, especially with multicultural communities
- Demonstrated strong leadership skills, with commitment to excellence, quality management and service improvement.
- Basic knowledge of local service system as well as child protection, privacy and tenancy legislation.
- Available to travel between our four regional offices
- Demonstrated strong time management skills and ability to work unsupervised.
- Reliable and prompt with a professional, neat and tidy appearance.
- Working With Children Check.



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- National Police Check.

Desirable

- Tertiary Qualifications in Social Work or Psychology
- Complex Case Management experience in Domestic and Family Violence, Mental Health or Child Safety in a multicultural context
- Experience in implementing systems change

SIGN OFF

I understand the Position Description as set out above and agree to fulfill the tasks and responsibilities to the best of my ability for Northern Settlement Services Limited.

Print Name			
Signature		Date	
Manager Name			
Manager Signature		Date	