

Department of Communities Tasmania

STATEMENT OF DUTIES

Position Title	Case Management Coordinator
Position Number	513515
Division/Branch/Section	Children, Youth and Families Services to Youth Ashley Youth Detention Centre
Award/Agreement	Allied Health Professionals Public Sector Unions Wages Agreement
Classification	Allied Health Professional Level 3
Position Status*	Permanent
Position Type*	Full-time
Location	North
Reports to	Manager Professional Services and Policy
Check Type	Schedule I
Check Frequency	Pre-employment

** The above details in relation to Position Status and Position Type may be different when this position is advertised – please refer to the advertisement for vacancy details.*

About Us

Communities Tasmania brings together a range of functions, programs and initiatives aimed at enhancing and improving the lives of all Tasmanians. To create strong, inclusive and proud communities the Department will collaborate with our community-based partners to empower individuals and families throughout Tasmania to lead fulfilling lives.

Communities Tasmania provides opportunities for all Tasmanians to participate in community life and sport and recreation; supports, protects and nurtures vulnerable children, young people and their families; delivers and facilitates specialist disability services; and provides services to support social and affordable housing. The services of Communities Tasmania are based in all major centres throughout Tasmania, therefore some roles may require intrastate travel.



Primary Purpose

- In consultation with the Manager Professional Services and Policy establish, maintain and develop an effective case management system for Ashley Youth Detention Centre (AYDC).
- As a member of the Case Management Team ensure that all client services and programs under their control conform to Agency principles, practices and standards relevant to youth custodial services.
- Provision of comprehensive, continuing and coordinated services aimed at the reintegration of young people in detention into the community.

Primary Duties

1. Provide high quality case management services, including assessments and the development of assessment tools, referrals, case plans and the provision of professional advice on case management within AYDC.
2. Assume responsibility for the supervision, training and evaluation of staff involved in the case management system, and for meeting reporting requirements and standards.
3. Ensure that case management plans are specific, realistic, achievable and measurable, and that the opportunity for a young person's involvement in their own case management is maximised.
4. Conduct research and prepare complex correspondence for the Manager Custodial Youth Justice, statewide managers of Children, Youth and Families Departmental Executive, and/or the Minister.
5. Identify resources to meet the individual needs of young people in custody.
6. Undertake complex client group interventions as required.
7. Establish and maintain effective communication and information systems for the case management system.
8. Monitor and evaluate service interventions against set standards and practices and procedures.
9. Research and maintain knowledge of current and emerging trends and practices concerning youth detention and the delivery of case management and related services and programs.
10. Liaise with other government and non-government agencies to ensure the effective coordination and delivery of high quality case management services for young people at AYDC.
11. Contribute to the AYDC's case management policy, procedures and practices, consistent with national standards.
12. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety



systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.

13. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Level of Responsibility, Direction and Supervision

- Responsible to the Manager Professional Services and Policy for the establishment and standard of case management for young people in detention.
- Responsible for the provision of professional direction and support for staff involved in the case management system.
- Supervise case management staff in an efficient, effective and safe manner.

Essential Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- Current Tasmanian Working with Children Registration
- Satisfactory completion of an appropriate course of study at a recognised tertiary institution.
- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
 - 1 Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
 - 2 Identification check
 - 3 Disciplinary action in previous employment check.

Selection Criteria

1. Extensive post graduate experience in a relevant field, and preferably experience within a youth detention setting.
2. Demonstrated knowledge of the *Youth Justice Act 1997*, other relevant legislation and national standards, and demonstrated knowledge of contemporary issues, practices and trends in respect to services for young people who have offended, and their families;



together with a commitment to working with young offenders, and sensitivity to and capacity for working closely with young people in detention.

3. Ability to demonstrate high level management experience in a multi-disciplinary environment, including problem-solving, change management and best practice.
4. Demonstrated high level communication and interpersonal skills with the ability to establish and maintain staff and client relationships.
5. Understanding of, and skills in, staff training, education and development.
6. Demonstrated ability to recognise and articulate the interests of young people from diverse cultural backgrounds, including the capacity to effectively and sensitively negotiate positive outcomes, together with knowledge and understanding of anti-discrimination and equal employment opportunity principles and practice.
7. Possess skills and demonstrated ability in case management development, implementation and evaluation, and an ability to make informed, logical decisions coupled with effective planning skills.
8. High level ability to investigate complaints or grievances and to undertake critical case reviews and the ability to promote an abuse-free custodial environment in compliance with government policy.
9. Sound knowledge of all Work Health & Safety (WH&S) legislation and codes of practice related to the work area, together with experience in the implementation of WH&S requirements.

Values and Behaviours

We are a values-based organisation. Our aim is to attract, recruit and retain people who uphold our values and are committed to building a strong values-based culture. Our values and behaviours reflect what we consider to be important.



Communities Tasmania is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of Communities Tasmania enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

Communities Tasmania does not tolerate violence, especially violence against women and children.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State



Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: Communities Tasmania has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, the Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Executive Director Capability and Resources or to the Manager Internal Audit. Communities Tasmania is committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and is conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant manager can provide details to the occupant of delegations applicable to this position. Communities Tasmania has a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of the Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by Communities Tasmania policy) with Communities Tasmania are expected to comply with Agency policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of Communities Tasmania are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: Communities Tasmania is a smoke-free work environment. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.