

CENTRAL COAST



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FAMILY SUPPORT SERVICES

POSITION DESCRIPTION –Practice Manager (Casework)

VISION STATEMENT: *Central Coast Family Support Services Inc. (CCFSS) is committed to a safe and just world in which difference is respected, learning is reciprocal and everyone has the opportunity to reach their full potential.*

POSITION: Practice Manager (Casework)

STATUS: 35 hours per week (flexible)

LOCATION: Kariong NSW

DATE: September 2023

POSITION RELATIONSHIPS

Position reporting to: Service Manager

Positions reporting to this position: Small team of caseworkers

ORGANISATIONAL CONTEXT

Overview

Central Coast Family Support Services Inc. (CCFSS) currently delivers a broad range of services for families with children up to the age of 12 years, very young parents, grandparents raising their grandchildren and for families where a child has a diagnosed disability. The organisation also facilitates psycho educational evidenced based course work programs; small community events; educational workshops and/or training and community building activities. Outreach services are delivered across the Central Coast region.

Role Purpose

The practice manager is responsible for providing high-level practice support and leadership within casework team, while ensuring there is a consistency in systems and processes that comply with organisational policy and procedures.

The Practice manager will operate under limited direction providing leadership, supervision and direction to a team of child and family workers to ensure the delivery of effective and efficient services to optimise outcomes for children and families. The Practice manager will perform with a high level of professional knowledge, exercise substantial professional judgement and undertake work of significant scope, within the operation of the position.

The position works within delegated authority and oversees the effective operations of case management, program reporting and development of continuous improvement across family work practice within the organisation.

The practice manager works independently, and manages a team of practitioners in their day-to-day delivery of integrated services across the Central Coast region. The position works closely with the leadership team ensuring the provision of a range of high quality responsive services including policy oversight, supervision, support, program development, professional development and staff appraisal systems.

This position is required to provide leadership in case management to meet performance targets. The practice manager will utilise expert knowledge of child and family practice in early intervention and child protection, to build capacity within their team across a number of targeted programs. The position will develop, assist and lead the implementation of practice related initiatives in conjunction with the service manager and community programs manager.

Duties and responsibilities

Coordination and Leadership - Manage and monitor child and family service delivery, allocations, outcomes and evaluation processes and implementation of CCFSS's vision and mission. Coordinate high quality services in line with policy, systems and processes including data collection, reporting and evaluation. Active leadership with responsibility for ensuring case management goals are achieved, ensuring the continuance of excellent service provision of the organisation. Provide an inspiring and visionary leadership style that will motivate staff, and foster strong collegial relationships to strive for service excellence.

Practice Support - Set and achieve outcomes across a variety of programs and ensure that the provision of service delivery by staff is of high quality and delivered within the scope of organisational priorities. Facilitate high quality clinical supervision and support staff in identifying goals and managing concerns for child safety, welfare and wellbeing. Formulate training and skill development plans for frontline staff and monitor the effectiveness of the CCFSS framework for practice. Support staff to provide trauma informed, strengths based and child centred practice. Allocate clients and monitor workloads and staff adherence to organisational policy, procedures and best practice service delivery. Oversee and lead a well-functioning, harmonious and productive team environment, utilising coaching and team-building activities.

Human Resources – Working with the service manager, plan the use of human resources and assist in recruitment and placement of casework staff whilst managing all aspects of their induction, supervision, and performance appraisal. Assist with overseeing the recording; reviewing and reporting of incidents involving staff, clients, and visitors within the service and where necessary take action to reduce risk. Manage all day-to-day frontline services of your casework team whilst considering broader workforce capacity building activities.

Communication – Work with the leadership team to monitor, manage and improve the efficiency of services including Information Technology, Human Resources, and administrative processes and facilitate coordination and communication between functions of the organisation. Liaise with key stakeholders across the Central Coast region and develop appropriate working relationships and partnerships on behalf of the organisation. Ensure there are regular opportunities for cross team communication, program and policy development through team meetings and other means as

appropriate. Provide written reports/information for the purposes of marketing and promotion as requested.

Planning and Development - Liaise with the service manager and leadership team to assist in the development of an integrated range of services. Implement and manage operational work plans; continuous quality improvement, risk management frameworks and compliance mechanisms to support the work of the organisation. Assist in building organisational capacity by identifying partnership opportunities, coordinating and assist with the writing of funding/small grant applications. Ensure integrated service delivery systems, processes and practices are in place. Identify practice improvement strategies and implement change and innovation plans.

Reporting and Development – Oversee all casework reporting and associated reporting systems ensuring requirements are met in an accurate and timely manner. Provide regular verbal and writing reports to the service manager in relation to client outcomes, waitlists and integrated family support activities. Provide monthly written reports on casework outcomes and outputs to the service manager and/or CCFSS Board and on the achievements of caseworkers. Actively work in partnership with diverse communities and ensure the CCFSS workplace is committed to inclusive practice with vulnerable and disadvantaged minority groups. Keep abreast of relevant theoretical, legislative and policy developments and foster a learning culture within the organisation.

Other key requirements – Must have own comprehensively insured vehicle and be capable of driving short and/or long distances, in all traffic and weather conditions and across different geographic locations, as required. Ability to be flexible around work hours to ensure availability to frontline staff. Occasional weekend work and/or overnight stays (optional) may be required. Other duties as directed.

ROLE COMPETENCIES

Strong communication: Clearly and effectively, communicate goals, and action items to align teams to changing processes that seek improvement in child and family practice. Demonstrates an ability to manage, mitigate, and report against identified child protection risks or other identified hazards to staff wellbeing.

Problem solving skills: Demonstrated ability to analyse presenting issues, identify solutions, and prioritise appropriate strategies that achieve solid outcomes. Utilise your problem-solving skills to respond to the needs of children and families to promote wellbeing and family functioning.

Practice Knowledge: Demonstrated experience applying assessment tools to identify support needs; problem solving skills to respond to the needs of children and young people's wellbeing, whilst leading practice that is strengths-based, trauma-informed and family-focused.

Professionalism: maintaining steady composure in the face of adversity including role modelling an accountable and ethical demeanour within the organisation together with demonstrating and encouraging lifelong learning.

Resilience: Demonstrate agility, flexibility, and resilience in the face of change and experience in and guiding teams to adopt these qualities. High level of resilience and an understanding of how to manage recognise and influence the emotions of those around them.

Strategic thinking – ability to provide perspective, data analysis skills, and strong communication skills that displays confidence when dealing with people, with well-developed communication skills encouraging others to seek positive change.

Stakeholders and partnerships - Build professional relationships with key stakeholders and staff by fostering collaborative and productive internal and external working relationships that demonstrate high standards of professional behaviour.

Qualifications and experience necessary

Essential

1. Qualifications in the following areas: Bachelor level qualification or above in relevant field of study (e.g. Human Services, Social Work, Social Sciences, Psychology etc); and demonstrated experience of greater than five years leading teams within the Human Service sector.
2. Comprehensive knowledge of child and family practice and implementing case management frameworks gained through experience and education. Knowledge of child safe practices and relevant statutory child protection requirements with a dedication to work within professional boundaries and with integrity.
3. Excellent organisational skills including time management and the ability to prioritise competing tasks of varying complexity.
4. Demonstrated understanding of clinical supervision models with experience delivering individual and group based supervision with staff (preferably in a child and family setting).
5. Demonstrated high-level verbal and written communication skills including negotiation, problem solving, analytical and conflict resolution skills, including an ability to oversee reporting, case notes and general documentation of your team.
6. Experience in the management and oversight of a designated project work area, ensuring quality family work, case management practice and standards are integrated and timely through the provision of supportive decision-making and/or case discussions.
7. Skills in promoting and embedding professional practice by enabling flexible, culturally inclusive and holistic intervention methodologies that achieve successful outcomes
8. Ensuring that assessment frameworks and evidence informed practice is used to develop and implement relevant, inclusive and accessible services to client groups
9. Contributing to strategic leadership, business planning and review policies and frameworks associated with family work practices.

Desirable

Accreditation in evidenced based parenting programs such as Triple P, Bringing Up Great Kids, 123 Magic and Emotion Coaching, Circle of Security.

Experience and excellent understanding of the human service continuum currently operating across the Central Coast.