

# Case Management Coordinator

## STATEMENT OF DUTIES

JULY 2014

Number	513515
Portfolio	Child Safety and Youth Justice Operations
Branch	Services to Youth
Section/Unit/School	Ashely Youth Detention Centre
Supervisor	Director Custodial Youth Justice Services
Award/Agreement	Allied Health Professionals Public Sector Union Wages Agreement
Classification	Allied Health Professional Level 3
Employment Conditions	Permanent, Full-time 76 hours per fortnight, 52 weeks per year including 4 weeks annual leave
Location	North
Check Type	Schedule 1
Check Frequency	Pre-employment

## Context

Department for Education Children and Young People 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.

The Department provides opportunities for all Tasmanians to participate in community life, 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 the Department are based in all major centres throughout Tasmania; therefore, some roles may require intrastate travel.

The Department creates an environment where children's safety and wellbeing are the centre of thought, values, and action - we are responsive to the needs of families and communities that we engage with. We are a child safe organisation that puts the safety of children and young people first, creating a culture, adopting strategies, and taking action to promote child wellbeing and prevent harm to children and young people.

## Primary Purpose

In consultation with the Director Custodial Youth Justice Services 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.

## Level of Responsibility/Direction and Supervision

Responsible to the Director Custodial Youth Justice Services 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.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

## Primary Duties

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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 Director Custodial Youth Justice, state-wide 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, 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. Ensure the safety and wellbeing of vulnerable people you may be working with (including children and young people) and immediately report any concerns, disclosures, allegations, or suspicions of harm. Actively participate in and contribute to practices that will ensure the Department for Education Children and Young People is a child safe organisation including reporting, record keeping and information sharing obligations.
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.
14. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

## Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

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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.
10. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

## Requirements

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

### Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)
- Satisfactory completion of an approved Allied Health Professional tertiary qualification/program of study and registered with the relevant National Board or, in the case of self-regulated allied health professions, eligible for membership with the relevant professional association
- 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
    - e) serious traffic offences
  - 2 Identification check
  - 3 Disciplinary actions in previous employment check

## Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected and has 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.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

## Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

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**APPROVED BY PSS DELEGATE:** 973874 – Assistant Director Strategic Recruitment and Payroll Operations – JULY 2014  
Request:  
Date Duties and Selection Criteria Last Reviewed: 07/14 DCT

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