

## Position Description

<b>Position:</b>	Coordinator – Case Management & Coordination Team (Disability Portfolio)
<b>Reports to:</b>	Team Leader – Case Management & Coordination
<b>Award:</b>	Kyabra Community Association Inc. The ASU and Employees Enterprise Agreement 2012
<b>Position Classification:</b>	Level 5

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Kyabra Community Association Inc. provides strengths based integrated responses to people in our community. Service work involves partnership with individuals and families to identify goals, develop strategies and evaluate outcomes.

This may involve a range of activities/functions including: Assessment, Advocacy, Interpersonal Support Work, Co-ordination, Case Management, Community Development, Training and Groupwork and other such responses that facilitate the achievement of specified goals.

The Case Management and Coordination team provides case-work support to a range of individuals, families and carers to support aspirations, growth and change within a strengths based approach.

The integrated Case Management and Coordination team works with individuals, families and carers with sometimes complex issues by supporting and advocating through the systems which significantly impact their lives, such as; child protection; income support; housing; mental health and healthcare; disability; education and legal.

Alongside the Team Leader, the Coordinator – Case Management and Coordination will support the day-to-day team operations including program coordination and support and supervision of staff. Support to case workers can include attending home visits, stakeholder meetings and additional supervision as required. In addition, the Coordinator will be required to be responsible for some specialist knowledge portfolios in one or more of the following areas; disability, mental health, housing and homelessness, child protection, community development, early years and parenting.

The position is also required to participate in the organisation's after-hours on call roster. Additional remuneration applies.

## Organisational Expectations

- To work within the Vision and Values of Kyabra's Essence Statement.
- To comply with Kyabra's code of conduct and with all organisational policies and procedures.
- To actively evaluate and critique practice at an individual, service and organisational level.
- To strive for ongoing improvement in all areas of activity.
- To participate in performance appraisals and the development of individual learning plans on request.
- To participate in professional development training opportunities.
- To develop and implement strengths-based, individualised approaches to families and individuals.
- To ensure that processes facilitate the maximum involvement of families and individuals in decisions that affect their lives.

- To maintain documentation in the appropriate systems with due respect to confidentiality, and in compliance with all relevant legislation and standards.

## Role Responsibilities

- To coordinate a range of supports for individuals and families accessing Kyabra services. This may include support to carers (e.g. respite for a family with a member with a disability; support for a Foster Carer for children in their care) and support to individuals and families experiencing a range of complex issues.
- To ensure that individuals and families have access to appropriate and accurate information with regard to the issues that affect their lives.
- To work closely with other Kyabra teams in order to insure the best possible outcomes for individuals and families.
- To act as an advocate both internally and externally for individuals and their families.
- To support the Team Leader in administering approved budgets accordingly and as required.
- To work in conjunction with the Team Leader and others specialist staff and Organisational Management Team to comply with funding body reporting requirements and reporting.
- To regularly keep updated of service agreement legislation (via networks and Departmental communications).
- Establish good working relationships with other service providers and key stakeholders.
- Participate in the recruitment and team induction of staff and other staff under the direction of the Team Leader,
- Co-ordinate support and line supervision of other team members under the direction of the Team Leader.
- To support Case Workers who are working alongside clients and families who are transitioning into the NDIS.
- To provide information and referral pathways for existing Kyabra clients who are ineligible for NDIS, and to support the Case Managers who may be exiting these clients.
- In conjunction with the Team Leader, to explore alternative funding options, including Kyabra's continued access to Queensland Community Care (QCC) funding
- To provide support and supervision to case workers particularly when difficult and complex situations arise.
- "Rostered" 'On-Call' for a range of services at Kyabra such as Foster and Kinship Care and Support Workers. The On-call worker is available outside of business hours (4.30pm-8.30am Monday to Friday, all weekend and on public holiday) via mobile phone and remote access.

## Key Selection Criteria

### Essential

1. Demonstrated knowledge and/or experience in working in the community sector in one or more of the following areas: assessment/case management, foster care, disability, mental health, carer support, community development, parenting and early years
2. A demonstrated commitment and skills in providing a person/family centred, case management approach to service delivery and service development.
3. Experience in supporting and directing staff.
4. Understanding of and commitment to the principles of Social Justice.
5. Demonstrated capacity to work in ways that focus on people's strengths.
6. A demonstrated ability to lead and work as a member of a team.

7. Well-developed interpersonal, administrative and organisational skills.
8. Relevant university tertiary qualifications and experience in the Human Services field.

### **Desirable**

9. Knowledge of one or more of the following; the Disability Services Act, Child Protection legislation and Regulation, The Residential Tenancies Act and/or other relevant legislation within the Human Services field.
10. Experience in working with people with disabilities and their families, social role valorisation principles, the child protection system, housing and homelessness, mental health and general carer support.

### **Positions under direct supervision**

- Case Workers
- Support Workers and other casual workers
- Volunteers

### **Relates to**

- Other Kyabra Staff and volunteers
- Executive Board members
- Families and individuals
- Other service providers/community organisations.

### **Other Information**

#### **Salary and Conditions**

Remuneration will be in accordance with Kyabra Community Association Inc.'s Collective Agreement Level 5. Kyabra is supportive of work and family balance and adopts family friendly practices to achieve this.

#### **Criminal History Check**

The successful applicant will be required to apply for a Personal/Criminal History Check. Upon employment, the organisation will reimburse this expense. We are legally obliged to warn you that it is an offence for a disqualified person to sign a blue card application form.

#### **Hours of Work**

A fulltime position at Kyabra is 38 hours per week. Staff members work flexible hours to meet the requirements of the position, including some evening and weekend work.

#### **Equal Opportunity Employer**

Kyabra is an inclusive workplace and an equal opportunity employer. Aboriginal and Torres Strait Island people, people with a disability and people from culturally and linguistically diverse backgrounds are encouraged to apply.

## Coordinator, Case Management & Coordination Disability Supports

### Tasks

- Coordination of disability related projects and programs such as the Brisbane South Flexible Holiday Program.
- Providing formal and informal support to Case Workers regarding their case work and other work related concerns or questions.
- To work as a mentor for the induction and ongoing support of Case Workers in the areas of team systems and processes.
- Attending stakeholder meetings and home visits with Case Workers as required.
- Assisting Case Workers with the allocation and coordination of resources. Including supporting with quotes for additional support, assisting Case Workers with the coordination of individual funding packages and other external funding sources.
- Keeping abreast of the latest information and trends in the disability arena. For instance, keeping up to date with legislative changes, attending networking meetings, Expos, information sessions and workshops. Insuring that this information is shared with relevant Kyabra staff and relevant policies reflect current legislative requirements.
- Liaising with the Intake and Assessment Team regarding the allocation of supports and referrals to the disability programs.
- Liaising with the Group Work and Training Team regarding the organisation of disability related events and training.
- Assisting with the checking, signing and sending of disability related incident reports.
- Assisting in the managing of disability related complaints and follow up.
- To provide support and supervision to the Case Workers within the Case Management and Coordination Team, who are fulfilling the Supports Coordination role. Their duties will include the following and the Coordinator will oversee this:
  - To work creatively and resourcefully with NDIS participants in how they utilise their support budgets to achieve their goals
  - To support participants to:
    - Assess a number of mainstream, community, informal and provider options
    - Choose preferred options or providers
    - Negotiate services to be provided, and their prices, develop service agreements and create service bookings with preferred providers
    - Negotiate services and prices as part of any quotable supports
    - Arrange any assessments required to determine the nature and type of funding required (eg. assessment to determine the type of complex home modifications required)

- Decide the budget for each support type and advise any relevant plan manager of the breakdown of funds
- with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds
- Link to mainstream or community services (ie. housing, education, transport, health)
- Strengthen and enhance their capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing participants with assistance to: resolve problems or issues that arise; understand their responsibilities under service agreements; change or end a service agreement.
- Navigate, influence and negotiate with public sector and community based service systems for the delivery of appropriate supports in accordance with NDIS plans.

#### **General tasks of Case Management Coordinator:**

- Participation in organisational processes such as group practice reflections (TIPS) and the Community Finance Allocation Meetings (CFA)
- Participation in working parties (internal and external).
- Development of team systems and processes.
- Participation in organisational discussions/changes.
- Participation in audits.
- Assistance with file archiving.
- Chairing and minuting Team Case Discussion meetings.
- Participation in team meetings, discussions, group supervision.
- Attending relevant meetings with various Departments and other non-government agencies.