

Position Description

Case Management Officer

Reports To: Client Services Coordinator
 Base Location: East Kimberley Region
 Organisational Unit: Client Services

ROLE PURPOSE

The primary purpose of the **Case Management Officer** is to work in partnership with job seekers to obtain vocational and non-vocational skills required to assist them in securing and sustaining meaningful employment.

The key elements of the role include:

- Using a strengths based assessment approach to coach the job seeker to develop and navigate a career pathway which is documented in a Job Plan.
- Supporting the development and implementation of pre-employment strategies, delivered through a flexible case management model, that focus on achieving both social outcomes and sustainable employment.

As a requirement of this position, there will be regular contact with vulnerable persons including people under the age of 18 or persons with a disability.

This document describes the main responsibilities of the position and is not designed to be prescriptive. It is expected other duties in addition to those described in this document will be undertaken.

The **Case Management Officer** is expected to demonstrate behaviours which align with Job Pathways’ core values, Code of Conduct and Equal Opportunity principles, as well as provide leadership to ensure that all staff achieve these expectations.

KEY RESPONSIBILITIES

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<p>Integrated Case Management</p> <ul style="list-style-type: none"> • Encouraging and facilitating case conferencing of job seekers with difficult circumstances. • Ensure job seekers are effectively engaged, with culturally responsive ‘strengths based’ assessments undertaken which focus on ‘employability’ functions.
<p>Job Plans</p> <p>Ensure all assessment and intervention action is accurately recorded in Job Plans and the CDP IT System.</p>
<p>Work for the Dole Activities</p> <p>Consult and work with Activity Supervisors and other relevant stakeholders to facilitate the placement of participants in appropriate CDP activities.</p>
<p>Internal and External Policy and Guidelines</p> <p>Maintaining a sound level of understanding of, and compliance with, contractual requirements including all guidelines and correspondence issued by NIAA; organisational Codes of Conduct and Policy and Procedure manuals.</p>
<p>Reporting</p> <p>Provide timely reports to the Case Management Coordinator on all operational aspects as applicable to the role.</p>

<p>Work Health and Safety</p> <ul style="list-style-type: none"> • While at work, this role must take reasonable care for their own health and safety, and that of others who may be affected by the worker’s acts or omissions. • This role must comply, so far as reasonably able, with any reasonable instruction that is given by Job Pathways to comply with the WHS Act. • This role must cooperate with any reasonable Job Pathways policy or procedure relating to health or safety at the workplace that has been notified to workers.
<p>Aboriginal Ways of Working</p> <p>Demonstrate a personal understanding of responsive ways of working with Aboriginal Clients, Staff and Communities.</p>
<p>Quality in all We Do</p> <p>Ensure all operations are conducted with a commitment to quality which align with the quality management principles which underpin Job Pathways’ accredited Quality Management System.</p>

KEY CRITERIA

<p>Mandatory Experience</p> <ol style="list-style-type: none"> 1. Certificate IV in Employment Services. 2. Experience in working with clients with complex needs, such as people with a disability, drug and alcohol dependency, homelessness, domestic violence and psychological disorders.
<p>Preferred Qualifications</p> <ol style="list-style-type: none"> 1. Previous experience working with Indigenous Australians and organisations and a demonstrated understanding of the social, economic and environmental factors impacting on local (rural and remote) communities. 2. An ability to provide innovative case management services that address disadvantaged job seekers complex barriers, and take into account labour market trends and potential suitable employment options.
<p>Other requirements</p> <ol style="list-style-type: none"> 1. A current C Class motor vehicle license. 2. Ability to engage in regular travel (by road and air) inclusive of short stays away from home.
<p>Credentials Check</p> <p>It is a requirement of the role to provide a National Police Certificate. Job Pathways reserves the right to immediately terminate employment where it is deemed previous criminal (unspent) charges or pending charges may bring the organisation and/or programs and services delivered by the organisation into disrepute.</p>

EMPLOYEE ACKNOWLEDGEMENT/AGREEMENT

I acknowledge and agree that I have read, understood and accept the above position description of **Case Management Officer** as part of the terms and conditions of my employment with Job Pathways.

I further understand the position description is designed to provide a general understanding of the role and may encompass additional responsibilities within my experience in order to meet the organisation’s objectives.

I also acknowledge that Job Pathways operates in a large and diverse region and the ability to travel and work throughout the Region may occur at short notice.

Printed Name

Signature

Date