



Position Description

Position Title	Therapeutic Case Manager – Beyond Homelessness Program
Team	Care Services
Reports to	Operations Manager
Direct Reports	None
Date effective	October 2021
Award	SCHADS Social, Community, Home Care and Disability Services Industry Award 2010 Level 4, Pay Point 1
Location	Lighthouse Foundation Home and Youth Resource Centre, Richmond VIC

Organisational Context

Lighthouse Foundation support and care for some of Australia's most vulnerable young people, children and babies who typically come from backgrounds of long-term neglect and abuse. The young people in our care include teenagers, young parents, young women fleeing forced marriages and young people in foster care. Lighthouse provides these young people with a home, a sense of family and therapeutic care that's trauma informed and individually tailored to help them rebuild their lives.

Our model of care is based on 60 years of empirical research and considers not just a child's home environment but their need to form daily routines and meaningful relationships within a community. Each home is managed by experienced Carers with assistance from clinical professionals and dedicated volunteers. This forms a community of support around each young person, giving them the opportunity to confront their trauma and heal in a safe holding space.

Over the past 30 years, Lighthouse has successfully supported more than 1,000 young people to break the cycle of homelessness, move in to employment and educational opportunities and overcome their damaging life experiences.

Vision

A safe home and community for homeless kids to belong, heal and thrive.

Mission

We provide therapeutic homes and create a caring community for homeless kids and foster families. Through the Lighthouse Model of Care our kids receive a lifelong sense of belonging, the opportunity to heal and the capacity to thrive.

Our Values

Respect, Courage, Kindness, Thoughtful, Committed

Primary Purpose of the Position

This role's purpose is to support vulnerable young people to transition into meaningful independent living. The primary duties will involve a combination of care planning, delivery of individualised and community therapeutic interventions, and managing operations and culture in the home through Lighthouse's Model of Care. The Therapeutic Case Manager employs a therapeutic approach within a multidisciplinary team to support young people in their care. The role will be primarily based from a Lighthouse home and will require evening and weekend work.



Key Responsibilities

Role Specific Requirements	
Area of Responsibility	Activities <i>(performance measured against activities during reviews)</i>
Care Planning	<ul style="list-style-type: none">• Create and implement Individual Development Plans with young people, identifying goals and actions• Ensure delivery of Individual Development Plans across the organisation and broader care team• Liaise and network with external professionals• Attend young people's Care Team Meetings when appropriate• Ensure young person is guided through the intake process thoroughly• Administer psychometrics as directed by the Psychological Wellness Team• Ensure young person's reflection logs are completed• Undertake supported conversations with young people when required and support other homes with similar needs• Undertake planned and unplanned exit processes with young person and support other homes with similar needs• Attend Family Meetings in the home• Lead community events• Effective case noting and other forms of internal and external reporting
Lighthouse Model of Care Quality Assurance	<ul style="list-style-type: none">• Ensure care is administered in accordance with the Lighthouse Model of Care• Oversee and deliver therapeutic Lighthouse interventions in collaboration with the care team• Model Lighthouse values and culture within the home• Work from the homes and meet with young people regularly to ensure high quality of care• Ensure all appropriate processes are followed regarding critical incidents and reporting requirements
Home Operations	<ul style="list-style-type: none">• Manage the day-to-day maintenance, safety and cleaning requirements in the home• Monitor consistency of operations in the home• Ensure the home fulfils all the compliance and frameworks reporting to OH&S and Quality• Coordinate and attend monthly Community Committee meetings on behalf of the home
On Call Roster	<ul style="list-style-type: none">• Participate in an after hours on call roster to support other Homes across the organisation
Legal & Regulatory Compliance	Ensures the compliance with the following: <ul style="list-style-type: none">• Child Safe Policy and legislation covered by the policy• Code of Conduct• All other policies, procedures and legislation (State and Federal) relevant to Lighthouse Foundation and its work (refer to the Lighthouse Legislation and Regulation register).



Organisational Specific Requirements	
Organisational Participation	<ul style="list-style-type: none">• Attend team meetings, group process, whole staff meetings and planning days• Contribute to the implementation of Lighthouse's strategic plan• Contribute to collaborative practice across the organisation
Professional Development	<ul style="list-style-type: none">• Participate in regular supervision, professional development and review meetings• Attend regular reflective practice and trainings as required• Contribute to a culture that is reflective, inclusive and open
OH&S	<ul style="list-style-type: none">• Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of others including following safe working procedures and instructions
Risk	<ul style="list-style-type: none">• All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks• Identify and communicate any risks
CQI	All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks
Commitment to Lighthouse Culture	Staff are expected to participate in the processes and practices that uphold the Lighthouse culture
Commitment to Trauma Informed Practice	Staff are expected to: <ul style="list-style-type: none">• Engage in personal and professional development to integrate their understanding and response to people and systems that have been impacted by trauma• Create or maintain a physical and emotional environment that promotes healing• Engage in conflict resolution processes when required

Performance Measurements

An annual work plan will be developed in line with the Position Description and Lighthouse Foundation's Annual Business Plan to measure performance.

Authorities – Financial and People

- Seek approval for all unbudgeted expenses
- All other authorities listed under the Lighthouse Delegation of Authority policy



Qualifications and Licenses

- Qualifications in a related discipline (social sciences, health, psychology, social work, community services, management)
- Current driver's licence
- Valid first aid certificate (or a willingness to obtain one)
- Criminal Records check
- Current Working with Children check

Key Selection Criteria

- Experience in a care-oriented role
- Demonstrated capacity to understand and work with young people, and knowledge of the unique needs of young people who are experiencing or at risk of homelessness
- Demonstrated ability to work effectively within a collaborative team approach to service planning and program implementation
- Commitment to professional and personal development in a professional context
- Ability to plan, prioritise workloads and meet deadlines as required
- Experience with conflict resolution and mediation
- Ability to stay calm and rational in challenging situations
- Excellent written and verbal communication skills

Employment Conditions

- Full Time
- Compliance with Lighthouse Foundation's Code of Conduct, including the Child Safe Code of Conduct, policies and procedures
- Lighthouse Foundation takes all reasonable steps to facilitate and maintain a safe environment for children, young people and all participants of our service. It is for this reason that Lighthouse requires all potential employees to undergo a psycho-social assessment prior to confirmation of employment
- Terms and conditions of employment are outlined in employment contracts

Manager

Name:

Signature:

Date:

Performance review period:

Staff Member

Name:

Signature:

Date:

Next review date:

Note: The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed by incumbent and manager before inclusion.

The role description should be reviewed formally during the annual planning and performance assessment process.