



Out of Home Care Program

Job Package

Full Time

Case Coordinator

Pathfinders

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate program, and Out of Home Care services.

The Intensive Therapeutic Residential Care (ITRC) program aims to provide a home-like environment for young people who are unable to live at home, build positive coping strategies and maintain and develop links between the young people and their birth families and community. The program aims to meet high standards for health, education, vocation and social competencies amongst all young people.

Pathfinders operates within a contemporary governance, digital communications, child-safe and regulatory environment, ensuring compliance with funding, legislation and community expectations, including full alignment with Northern Territory Child protection legislation, including the Children and Young People (Safety) Act 2017 and the Child Protection Act 1999, and compliance with the positive duty obligations under the Sex Discrimination Act 1984 as strengthened by the Anit-Discrimination and Human Rights Legislation Amendment (Respect at Work) Act 2022.

Pathfinders are committed to proactively preventing workplace sexual harassment, sex-based harassment, bullying, discrimination and victimisation, and fostering a respectful, inclusive and culturally safe environment for children, young people, families, staff and community stakeholders.

The Sanctuary Model

Sanctuary is an organisational framework that ensures that our culture and practices are guided by Trauma-informed principles. Sanctuary goes beyond providing a set of tools and

techniques – it is a culture shift to address the effects of trauma at every level.

Pathfinders have made a commitment to embed the accredited and widely adopted Sanctuary model into every aspect of our organisation.

Role of the Case Coordinator

The Case Coordinator is responsible for achieving the best possible outcomes for Children and Young People placed in the ITRC OoHC Program of Pathfinders. In partnership with the Department of Territory Families; monitoring and reviewing case plans, auditing case notes and files and advising on the appropriate placement of children and young people referred to Pathfinders.

Essentially, the case coordinator is required to undertake a broad range of tasks in order to ensure contractual and statutory compliance with funding bodies and regulatory authorities.

Essential criteria

- Relevant vocational/tertiary qualifications such as Cert IV in Youth Work or equivalent and/or relevant experience in community services, children's services or family work.
- Knowledge of the rights of Children and Young People and a commitment to upholding and advocating for them.
- Ability to communicate and establish working relationships with children, young people, foster carers and key stakeholders.
- Commitment to ethical work practices.
- Excellent verbal and written communication skills.
- Ability to work both independently with initiative and as part of a team.
- Excellent computer literacy skills.

Desirable Criteria

- Experience in working with Children and Young People in OoHC.
- Case Coordination experience.

Conditions

This position is identified as child related employment and Prohibited persons under the Northern Territory Child Protection Act 2007 are not eligible to apply. The successful applicant will be required to provide a current Ochre Card and a Nationally Coordinated Criminal History

Check (NCCHC).

Applicants are also required to:

- Be on call on a rotating roster as needed.
- Adopt Pathfinders program philosophy and engage in training when provided, including WHS.
- Provide First Aid Certificate or willingness to obtain.
- Provide a copy of unencumbered driver's license.
- Provide a current paid Ochre Card number.
- Provide a current Nationally Coordinated Criminal History Check (NCCHC).

Enquiries

Application Enquiries –Human Resources email hr@pathfinders.ngo

Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered on the basis of merit, that is, the applicant considered to be the most capable of doing the job is selected.

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

How to apply

Applicants MUST follow these steps to be considered for the position.

1. Prepare a typed application which includes:
 - A current resume detailing your relevant skills and experience.
 - A Cover Letter detailing how you meet the essential criteria.
 - A photocopy of your current Driver's license.
 - Copies of identification documents (e.g. Medicare card, passport, or birth certificate) to meet the 100 points of identification requirement.

- A photocopy of your current Nationally Coordinated Criminal History Check.
 - A photocopy of your current Ochre Card number.
 - A photocopy of your current First Aid Certificate, or evidence of a confirmed booking for upcoming First Aid training
 - A photocopy of your relevant academic qualifications.
 - Provide the names and contact phone numbers of two current work-related referees (including at least one recent supervisor). Please ensure your referees are aware they may be contacted by Pathfinders during business hours.
2. Please email applications to hr@pathfinders.ngo

Interview

If you are selected for an interview, you will be contacted by telephone or email. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.



Out of Home Care Program

Position Description

Full Time

Case Coordinator

Position Title:	Case Coordinator
Responsible to:	Intensive Therapeutic Residential Care Service Manager
Program:	Intensive Therapeutic Residential Care
Position Status:	Full Time
Salary:	SCHADS 4.1
Location:	Greater Darwin Area Travel may be required

Purpose of position

The Case Coordinator is responsible for achieving the best possible outcomes for Children and Young People placed in the OoHC Program of Pathfinders. In partnership with the Territory Families and Justice; developing, monitoring and reviewing case plans, auditing case notes and files and advising on the appropriate placement of children and young people referred to Pathfinders.

Reporting relationship and accountabilities

The Case Coordinator will:

- Be responsible to the relevant ITRC Service Manager.
- Implement strategies set by the ITRC Service Manager to achieve the goals of the Pathfinders program.
- Adhere to the Case Coordinator position description and the staff code of conduct.
- Participate in the day to day operations of the agency.

Specific tasks and responsibilities

The Case Coordinator will:

- Undertake and meet all case management tasks in relation to individual children allocated by the ITRC Manager.
- Participate in case conferences at the direction of the ITRC Manager, develop, monitor and review case plans, audit and monitor case notes and files.
- Advise on the appropriate placement of children and young people referred to the program.
- Coordinate as needed access to evidence based-trauma treatment programs.
- Maintain regular, effective contact with children, young people, Therapeutic Youth Workers and Territory Families Caseworker.
- Record tasks within case plans, identify responsibilities and meet the goals of case plans within the agreed time frames.
- Ensure care plans are regularly reviewed within the required time frames and attendance at review meetings by key persons is achieved.
- Attend all relevant meetings in relation to a child or young person, such as case conferences, reviews etc.
- Facilitate, support and supervise, when necessary, contact between children and young people placed in Out of Home Care (OOHC) and their siblings, birth families and/or significant others, in accordance with Court Orders, contact plans and reviews.
- Attend regular support and supervisory meetings with the ITRC manager and complete the tasks identified at these meetings and identify personal learning needs.
- Assist with planning and implementing social events for children and young people and in the development of Pathfinders community-based initiatives and programs.
- Undertake 'on call' duties as needed.
- Undertake all required reading and training.
- Be familiar with all relevant legislation, reportable conduct processes and complaints procedures, etc.

- Positively encourage service users and other agencies to provide feedback.
- Undertake and participate in regular evaluations of the service and take part in annual appraisals of staff performance and team planning days.
- Contribute to the development and maintenance of a positive, supportive and collaborative team environment.
- Know and adhere to all Pathfinders Policies and Procedures.
- Actively participate in workload planning to ensure all casework tasks are up to date and deadlines are met
- Maintain professional standards of practice contained in the Personnel, Professional Conduct Policy.
- Work within the Code of Conduct and Ethics at all times.
- Address any challenges in the workplace as they arise in accordance with Pathfinders OOH Program Dispute Policy and Procedure.
- Undertake safe work practices in keeping with WH&S policy to ensure the safety and security of children, young people, staff and visitors.
- Advocate for children and young people in the service sector.
- Perform other duties as directed.

Pathfinders Vision

The Pathfinders' vision is to develop thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance. We see this being achieved through collaborative strategies and best practices, a strong and respectful workforce, and advancing bold and progressive ideas and policies.

Pathfinders Mission

Our mission is to empower people to live with hope and equal opportunity to reach their potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

Pathfinders Principles of Service

The following principles guide our provision of services to children, young people and their families:

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination on the basis of religion, gender, race, sexuality or disability.
- Quality service provision on the basis of equity and need.
- Community based, collaborative approaches to the provision of services.
- Individualised, flexible case planning using a strengths-based intervention model that ensures the safety, emotional security and connectedness of our clients.
- Culturally appropriate interactions with families and children are paramount.
- Participation of our clients and stakeholders in the process of service delivery and planning.
- Continuous service development and quality improvement through ongoing evaluation and review.

I acknowledge and have read and understood my responsibilities associated with this Job Description.

Employee Signature

Date