



Position Description

Case Manager: National Redress Scheme

Position summary

The National Redress Scheme facilitates survivors of institutional child sexual abuse to connect with the responsible institution, receive access to counselling and a direct personal response. Reporting to the Redress Manager, the Case Manager role will be to

- Provide case management support as participants move through the Redress Scheme process
- Increase awareness of the National Redress Scheme to stakeholders.
- Provide trauma informed counselling support in consultation with the participants psychologist/psychiatrist/mental health supports

Organisational relationships

Direct reports: nil

Internal and external relationships

Internal relationships involves team and staff engagement and collaboration

External relationships may include alcohol and other drugs organisations LHD, HNC and NGO's, families and carers, Primary Health Network professionals, clinicians, GP's, agents for housing, Community Mental Health Service Providers and the broader community

Responsibilities	Outcomes
Case Management	
Identify and support participants and provide guidance on the program.	Develop and maintain referral pathways for new participants. New participants are supported and given information about the program, are provided with individual treatment plans.
Guide participants through the application to access the Redress Scheme.	Participants are supported to write and lodge their application for Redress. Support is provided to gather and collate documents for Redress Application.
Case manage participants in a holistic manner for optimal outcomes.	Effective case management is carried out taking into consideration different cognitive, behavioural, emotional, social, physical and spiritual needs.
Provide support to families and stakeholders.	Families and stakeholders are referred to Family Support counselling and other outreach services as appropriate.
Manage the transition of participants after the program.	Transfer of care is insured when closing care of a participant to other stakeholders for follow up.

Stakeholder Engagement	
Promote the Redress Scheme to Stakeholders	Identify and engage the relevant stakeholders across the footprint.
	Provide stakeholders with education on the Redress Scheme through meetings, in-services, and education sessions.
	Maintain and build strong relationships with stakeholders, including creation of MOU's.
Maintain relationship with funding body and other Redress providers.	Work within a team approach with other Redress providers and networks.
	Attend Redress Steering Committee Meetings.
Counselling support	
Provide trauma informed counselling to participants accessing the scheme.	Evidence-based and trauma informed counselling techniques are utilised.
	Participants are supported to decrease their symptoms of trauma and distress with techniques such as breathwork, somatic awareness and mindfulness.
	All activities meet the criteria of TICPOT standards.
Reporting and Data Entry	
Provide timely reports as required	Participant records are maintained in alignment with legislation.
	Data entry of occasions of service to CMS is completed.
Maintain up-to-date participant records and comply with data collection standards.	Participant statistics are maintained to demonstrate that the program meets funding requirements.
Maintain confidentiality and security of data.	Participant statistics are maintained to demonstrate the program meets funding requirements.
General	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at the Binna Burra site.
	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.
Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage	Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported.

with Buttery continuous quality improvement.	All mandatory training programs and team meetings are attended.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, residents, clients and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic diversity is taken into consideration.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Manager.	

Selection criteria

Qualifications and checks

- Tertiary qualification at university level in the areas of psychology, social work, counselling, mental health or similar.
- Current registration with peak body such as ACA or AHPRA
- Current and valid Driver's Licence with an ability to undertake regular travel around the Northern Rivers region
- A satisfactory Criminal Record Check and Working with Children Check
- Current First Aid certificate

Professional skills and experience

- Demonstrated experience counselling in AOD, MH or related field and providing trauma-informed care
- Demonstrated experience providing case management for persons with complex support needs
- Demonstrated experience promoting and educating stakeholders and building networks
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing tools such as zoom.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to fulfil the demands of the role

Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment. I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature _____ Name _____ Date _____