



STATEMENT OF DUTIES

JOB TITLE:	Family Counsellor Case Management Program
AWARD:	Learning Links Therapists, Social Workers & Psychologists Collective Agreement
SALARY:	According to qualifications and experience
ACCOUNTABLE TO:	Manager Family Services

The role of the family is acknowledged as the enduring and central force in a child's life. All programs offered through Learning Links support families in making decisions about the services they would like for their children. All information shared by the family is confidential and is not shared without the written permission of families.

The Case Management Program will assist the family and carers of children aged 0-18 with disabilities, in care planning and facilitating access to appropriate services. Case management services will be targeted to individuals who require assistance in accessing necessary supports, including help with service co-ordination and ensuring services respond to individual service needs.

The Family Counsellor is responsible for:

1. Providing information and advice about mainstream, informal and specialist community support options and services to carers/families of children with disabilities, service providers and professionals.
2. Providing relevant and timely information to assist the individual, their family and carers to identify individual service needs, access appropriate supports and services, and enhance their ability to self manage through the service system.
3. Undertaking detailed assessment of the individual, their family and carer's needs and working collaboratively to identify goals and strategies to address these in the short and long term. Case management practices must be family-centred to enable them to achieve their identified goals.
4. Supporting the child, their family and carers, and relevant professionals, to jointly develop and implement an individual service plan which reflects the family's service needs and aspirations, the range of responses required, the relative duration and intensity required to meet these needs.
5. Co-ordinating and linking families into appropriate and relevant specialist support and mainstream services and to address short and long term priorities as specified in the service plan.
6. Where necessary, purchasing services such as family support; early childhood intervention services; therapy; respite care; and integration and support services for families and children and monitoring the quality, cost and amount of service delivered by contracted service providers.
7. Periodically reviewing and revising the service plan in consultation with the family/carer, to ensure that the plan responds to the family's changing needs and to monitor individual access and support from services.

8. Acting as an advocate for parents and their issues within Learning Links.
9. Establishing and maintaining formal and informal links with direct service providers in the local planning area. This may involve the assessment of individuals to reassess their service needs requirements, negotiation with specialist service providers to fulfil their individual service needs and participation in local interagency meetings and forums.
10. Promoting the service in the local community and with potential referral agencies.
11. Participating in regular supervision and team meetings.
12. Contributing to the development of the service through identification of issues which affect service delivery and through contributions to policy development.
13. Adhering to legislative requirements in regard to Child Protection and Occupational Health and Safety.

Confidentiality

Not to disclose to any person at any time any confidential information about the operations of Learning Links including (without limiting the generality thereof) Learning Links' corporate knowledge or financial affairs. This restriction on disclosure of confidential information continues to apply in the event that employment by Learning Links ceases.