

POSITION TITLE	Case Manager – MyLife
REPORTS TO	Team Leader – MyLife
LOCATION	Lilydale
KEY CONTACTS	Other Agency Staff Client Families Relevant government and community agencies Other Agency Stakeholders
SUPERVISES	Students on placement Volunteers
CONTRACT TYPE	Fixed Term Contract (Maternity Leave – 12 months)

## Our Values



### Belief

We believe in the potential of every individual experiencing homelessness. Our focus goes beyond shelter—prioritising resources and support to nurture agency and foster growth. We empower individuals to take control, create their own pathways towards a self-determined future.



### Authenticity

We value real connections and open dialogue with our clients, staff, and partners. By fostering a culture of honesty and acceptance, we create transparent, trustworthy relationships. We celebrate and embrace the diversity that makes up Anchor, giving a platform for all individual voices to be heard.



### Collaboration

We value the diverse experiences and perspectives of all involved in our mission. Across a diverse set of teams, we foster a sense of unity, listening and working together to achieve the best outcomes for our clients. For while our specific work may be different, what we work towards is the same.



### Empathy

Support at Anchor is deep, meaningful, and client-centred. We understand that no two individuals experience the same disadvantage, nor have the same aspirations. Every day in our work, we take the time to understand each client, understanding their journey. We place our clients' needs before our own, especially at times of crisis.

## About the MyLife Project

Anchor provides high quality services that will bring about significant improvements in the life experience of children, young people and families/caregivers. Anchor prides itself in working from a strengths-based, trauma informed model of care, Advantage Thinking and Self-Determination Theory, where the voice of clients and carer's are considered a priority to informing our practice and service development.

The MyLife team's purpose is to empower the voice of the individual, and to support and promote positive change as they are experts in their own lives. MyLife is a multi-disciplinary team that works together to ensure that children, young people and families receive seamless support as they move across the pathways. This team delivers a range of interventions that are individualised and funded through Targeted Care Packages, primarily used to either transition young people out of or ensure young do not enter residential services.

## Position summary

This is a key role contributing to Anchor's purpose of making it possible for people to attain safe, secure and stable housing and will support Anchor's values, vision, and goals. The Case Manager will have specialist knowledge and demonstrated competencies of trauma informed practice including future development, and a thorough understanding of the statutory system.

The Case Manger is required to work constructively with young people from diverse backgrounds, including those from culturally and linguistically diverse backgrounds. Our young people and families are supported by individualised targeted care packages designed around the needs and wants of the young person and that may require staff to adapt their practice to meet the individual's needs.

Our approach demands that we move away from seeing the client through a 'deficit lens' to one of 'potential', integrating theoretical concepts such as positive psychology and Advantage Thinking alongside that of developmental trauma.

The Case Manager will work closely with the youth worker assigned to support the young person to provide oversight and guidance and practical skills using our practice framework in order to achieve the goals of the young person and family.

The primary objectives of the role are, but not limited to:

- Embracing and delivering services that are responsive to individual client needs. The Supporting Transitions program focuses on identifying, developing and investing in the skills, capabilities and assets of the young person to support them to establish sustainable lives.
- Assuming responsibility for all aspects of case contracted case management in line with the relevant statutory program requirements.
- Working in partnership with young people and families, Youth Workers and members of the wider care team.
- Actively participating and prioritising client and practitioner data gathering via Anchor's program tools and assessments.

People working at this level are expected to manage work practices for the health and wellbeing of staff, adopt a balanced approach to work, and promote a working environment free from harassment and discrimination.

### Anchor's Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

### Key Capabilities

<b>Client Focus</b>	Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs
<b>Problem Solves</b>	Uses and shares experience and knowledge of work area to assist in the development of solutions for day-to-day problems
<b>Advocacy</b>	Advocates for clients to advance their interests in line with Anchor's objectives
<b>Empowerment</b>	Enhances people's ability to use their own resources and capacities to solve problems and achieve goals
<b>Continuous Improvement</b>	Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary

<b>Teamwork</b>	Offers constructive feedback and provides balanced and informed perspectives at team meetings
<b>Listens, Understands, Adapts</b>	Listens carefully to others, ensures mutual understanding and actively addresses any miscommunications
<b>Integrity</b>	Understands and models Anchor's social, ethical and organisational standards and responsibilities in all interactions
<b>Autonomy</b>	Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required.

### Technical competencies

#### Skills, experience and knowledge

- A sound knowledge of the *Children, Youth and Families Act 2005*.
- An understanding of the theoretical frameworks that underpin Anchor's approach to out of home care, child development, attachment, grief and loss and trauma.
- Demonstrated understanding of the key components of case management.
- Demonstrated commitment and capacity to negotiate and liaise with carer's, staff, DHHS, and other agencies and services.
- An understanding of the complexity of the service system and the issues involved in providing services to statutory clients.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Demonstrated ability to work effectively under supervision and within a collaborative team to meet accountability. Excellent written and oral communication skills.
- High level of IT skills including the capacity to work with databases.

#### Mandatory Qualifications and Licences

- An appropriate degree qualification in Social Work, Psychology, Community Services or a related discipline that is recognised in Australia is required, however applicants who are nearing completion of their final years of study may be considered for this role.
- Completion of a Criminal History Check and Working With Children Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

#### Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads, and competing priorities and demands	Daily
	Work in a team environment, supporting team members always	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Regular
	Work in unstructured environments	Regular
	Work office hours with the possibility of extended hours	Regular
	Work on-call after hours	Regular

	Work in buildings which may be two-story	Regular
	Work in open plan office	Regular
	Work from home office	Occasional
	Sit at a computer or in meetings for an extended period	Daily
	Present at court and other jurisdictions	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations	Daily
	Work with clients, some of whom may have physical or sensory disability, complex, challenging behaviors and presentation in all types of environments	Daily
	Interreact with people who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police and so on	Daily

	Manage relationships and ensure engagement with carer's and potential carer's	Regular
	Facilitate access to specialist, generic community services	Daily
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer and database work, filing, writing reports, case notes/plans and maintaining client records, participating in meetings, concentrating for long periods of time, managing resources and budgets, and analysing information and data	Daily
	Use technology including computers, photocopier, telephones including mobiles, fax, televisions, videos, electronic whiteboards and conferencing technology such as Microsoft Teams and Zoom.	Daily
<b>Transport</b>	Drive vehicles, possibly over long distances and in all traffic and weather conditions	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical	Daily

### Expected behaviors for all Anchor staff

- Acts in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values
- Acts in accordance with Anchor's health and safety policy and management system, including the Psychosocial Health and Wellbeing framework of Me <>WE <>US
- Values and promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities
- Abides by the Child Safety and Wellbeing Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005.
- Demonstrates a customer focus by prioritising the needs and outcomes of staff and clients
- Acts in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality
- Contributes to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities
- Participates in staff meetings, program planning, coaching sessions, professional development sessions and service planning meetings
- Participates in formal supervision and coaching processes, probationary and annual performance appraisals
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- Contributes to innovation and continuous improvement

- Successfully completes all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

### Statement of Commitment to Child Safety and Wellbeing

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe. Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities and Anchor responds to their individual needs to ensure their inclusion, empowerment and wellbeing.

### Anchor's commitment to diversity and inclusion

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

### Employee declaration

*I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and ensure it meets organisational objectives.*

<b>Employee Name</b>	
<b>Employee Signature</b>	
<b>Date</b>	