

POSITION DESCRIPTION

LIFE CARE – Multisite Case Manager

Our MISSION - Disciples wholeheartedly loving, living and revealing Jesus

Our Values are:

1. We prioritise God’s presence in our lives
2. We are Spirit led and empowered
3. We are grounded in the bible
4. We are relationally committed
5. We are Kingdom focused

Our Vision is: A disciple-making community growing along the Georges River and beyond revealing the love and life of Jesus for today impacting thousands of lives for eternity.



POSITION OVERVIEW

Position:	Multisite Case Manager
Status:	24 hrs/week – P/T– Maternity leave contract until 1/11/24
Report to:	Senior Case Manager, CEO
Award:	Community Services Award
Last updated:	Jan 2024

KEY RELATIONSHIPS

Internal

Senior Pastor, Site Pastors, Other pastoral staff, Life Care staff and volunteers

External

External Partners, Life Care Clients, ArtsLife families

POSITION SUMMARY

The Role of the Case Manager is to work with the Senior Case Manager to provide care and support for life care clients with complex social needs who, in addition to the support available through Life Care, may benefit from more specialised advice and referral to external agencies. Care and support is provided as an expression of Christian faith. The role also involves facilitating Emergency Relief appointments for eligible clients at the Peakhurst site, providing administrative support to the other case managers providing Emergency relief and reporting Emergency relief statistics and information to the Department of Social Services (DSS).

ROLE RESPONSIBILITIES OVERVIEW

1. Case Management – Chipping Norton

- Plan and provide support, advice for individuals and families with complex needs including referral to other internal or external services as required.
- Works with Senior Case Manager and CEO to plan and facilitate Case Management Services in professional, effective and God honouring manner.
- Maintain referral partnerships (Moorebank High School, Liverpool Neighbourhood Connections)
- 8 Hours per week

2. Community Relief – Chipping Norton

- Working alongside CEO to coordinate food relief services at Chipping Norton Site during the week for community connect on Sundays
- Liaising with clients and partner services to ensure effective communication of food relief services
- Working with CEO to provide training and management of volunteers and safe church processes
- Assessment of community needs and demand for service. Explore options to develop the service, as required and within capacity and resource of organisation.
- 8 Hours per week

2. Emergency Relief Administration - Peakhurst

- Assisting with ER enquiries, establishing client eligibility and facilitating ER appointments with clients.
- Liaising with Administrative Assistant to establish the monthly emergency relief budget by comparing the previous months expenditure with the monthly allocation
- Editing and uploading list of EVouchers to MS teams for distribution
- Tracking expenditure throughout the month to ensure no overspend occurs and managing ER spreadsheet
- Ensuring all ER is entered into CSM correctly
- Uploading CSM file to DSS Data Exchange monthly for reporting
- Liaising with DSS about expenditure, trends, ongoing needs etc.

- 8 Hours Per week

QUALITIES/ EXPERIENCE

Essential Qualities/ Experience

- Partner of GRLC and with a demonstrated commitment to its mission and vision.
- Demonstrated commitment to volunteering within the life of GRLC.
- Qualification in Social Work/Social Science/Community services or similar relevant area
- Experience in case management or similar area of work.
- A passion for serving our local communities.
- Ability to comply with Safe Church policies.
- Ability to maintain a professional and mature approach to work, which reflects our values and principles
- Attention to detail

Desirable Qualities / Skills

- Experience in managing volunteers
- Computer Skills – Proficient in MS Office Suite
- Drivers Licence

Requirements

- Police Check
- Suitable References
- WWCC

APPLICATIONS

Please email a cover letter and your resume to Karen Power (CEO) by Sunday 18 February:

Karen@grlc.org.au