



Case Manager
Job Description and Person
Specification

Job title: **Case Manager**

Department: Residential Team

Responsible to: Residential Manager/Centre Director

Main Duties and Responsibilities:

- Be able to work 3 shifts (including 1 sleep-in shift) and 2 office days, 9am-5pm per week. Shifts are required to cover a rota which includes morning (9.30am-2.30pm), afternoon/evening shifts (2.30pm-8pm) and sleeping in duties (8pm – 9.30am next day), also a share of weekend shifts and bank holiday shifts will be required.
- To work in line with Living Springs’ Policies and Procedures.
- To work with a team ethos, understanding and adhering to Living Springs’ values and expectations of behaviour.
- To undertake objective assessments based on detailed observations regarding children and families, within a residential or community based setting.
- Ensure that the supervision remit detailed for each family is adhered to and maintained as an utmost priority at all times.
- To ensure the safety of the children at all times during the assessment process and adhere to Living Springs’ Safeguarding Policy.
- To promote the health, safety and welfare of all families with whom you are working.
- Undertake ongoing risk assessments of families, acting decisively to protect children.
- To build appropriate professional working relationships, working in partnership with families and advising and supporting parents in the care of their child(ren).
- To maintain a consistently high level of observation, recording, interaction, communication and assessment of families’ interaction.
- To undertake direct work with families focusing on a variety of parenting related subjects.
- Travelling to various locations, including a family’s home, in accordance with pre-planned schedules.
- To attend and participate in team meetings.
- To ensure a smooth handover where information is shared within the staff team by communicating effectively.

- To participate fully in training and supervision, identifying training courses relevant to your role and personal development.
- To promote and maintain equal opportunity and anti-oppressive practice within the work environment.
- Have an awareness and understanding of the centre's policies and procedures as well as relevant government guidelines and legislation, paying particular attention to Child Protection Procedures, Equal opportunities, anti-discriminatory and health and safety policies.
- To understand and implement Child Protection and Adult Protection policies and procedures as appropriate.
- To undertake administrative and domestic duties as required.
- To attend Court and give evidence in Child Care cases, if required.
- Be able to lift/carry children/babies when necessary, including lifting babies in carry seats into and out of cars. Walk up and down stairs safely, assisting children/parents in the residential centre.
- Undertake any other duties or tasks as identified by management or the Trustees.

Case Manager

Main Responsibilities

- Be able to manage a case alone.
- To ensure Placement Plan is completed, reviewed and updated, as required.
- To ensure an up to date risk assessment is on file.
- Ensure that the remit accurately reflects the supervision levels required.
- Ensure that the supervision remit detailed for each family is adhered to and maintained as an utmost priority at all times.
- To write high quality reports in line with deadlines for each family's progress and as required by the local authority and the Courts.
- To ensure electronic and paper based files for the family are kept in order and up to date.
- To produce concise written remits of the family's supervision levels in a timely manner when remits are changed and ensure that these are agreed and signed by management.
- To liaise with management overseeing the family's case and keep them fully involved with case progress.
- To lead meetings to provide feedback to the families and to the relevant professionals.
- To undertake PAMS assessments, as allocated by management.
- To undertake direct work with families or individual family members as required.
- To ensure all progress meeting minutes are typed up, checked and sent to relevant professionals in a timely manner.
- Ensure finance officer is informed of remit changes.
- To ensure good diary management to allow deadlines to be met in a timely manner.
- To attend senior staff meetings on a bi-monthly basis and be prepared to contribute to case discussion.

- To participate in and contribute to team meetings, sharing knowledge and training with other staff.
- To provide mentoring and support to other staff.
- To be able to take initial referral enquiries.

Providing Support and Guidance to Families

Main Responsibilities:

- Establish and sustain supportive, non-judgemental relationships with families.
- Support parents in developing parenting skills, providing them with guidance and advice which promotes the welfare of the child and remains in their best interests.
- Demonstrate an ability to work in partnership with parents, taking into account the family's own history and life experiences and the impact this has had upon them.
- Accompany families off site to access local services and for shopping trips and appointments when necessary. Undertake transport of parents and/or children safely in your own vehicle, or through any means of public transport, as required.
- Be prepared to walk to local amenities with families when required.
- Undertake childcare when required for families in residence, to allow attendance at various groups on site and/or external appointments.

Professionalism

Main Responsibilities:

- To represent the centre in a professional manner at all times to internal and external stakeholders.

PERSON SPECIFICATION

Qualifications

- Minimum Level 3 Children and Young People's Workforce Diploma or equivalent

Essential

- Own car insured for business use, which is suitable for transporting children and clean driving licence
- Living Springs is committed to Safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment
- Able to work regular shifts, including a variety of mornings/afternoons/evenings/weekends and sleep-ins on a rota basis
- Experience of working with children/young people/families

- Experience of making effective working relationships with service users and professionals
- Proven ability to maintain accurate and detailed records
- Physical ability to lift/carry children when necessary, including lifting babies in carry seats into and out of cars. Also to be able to undertake work within the residential centre which involves being able to walk up and down stairs safely, assisting children/parents
- Good oral and written communication skills and the ability to write and present clear and comprehensive reports
- Demonstrable knowledge and understanding of child development
- Experience of working with service users who may have learning difficulties
- Ability to recognise child abuse-sexual/physical/emotional problems
- Understanding family dynamics
- Ability to work with families of different backgrounds and ethnicity
- Ability to support people in distress/crisis
- Creative thinking and problem solving ability
- Ability to make independent judgements and exercise initiative within agreed limits
- Supportive team player who promotes a positive attitude
- Effective organisational capabilities

Desirable

- Experience and ability in dealing with complex situations involving young people, families and staff
- A working knowledge of Children Act 1989 and 2004
- Knowledge of benefits, ability to help parents with budgeting
- Flexibility to respond to the changing needs of those we support