

Senior Practitioner - Case Management and Client Outcomes

The Senior Practitioner – Case Management and Client Outcomes plays a central role in developing, implementing, reviewing and reporting on robust and effective case management and client outcome practices within Toora.

The Senior Practitioner will provide expertise and advice to employees, the Management Team and other internal and external stakeholders.

The Senior Practitioner reports to the Governance Manager and will work closely with the Service Directors and Managers, the Clinical Governance Committee and Director of Service Excellence.

Performance Indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Collaboration, networking and relationships	<ul style="list-style-type: none"> • Build and maintain strong relationships with internal and external stakeholders to enhance opportunities for collaboration, partnerships and sharing of resources. • Embrace opportunities to collaborate with your colleagues, and share ideas and knowledge freely to contribute to a positive team culture, and support your colleagues in achieving collective goals. • Represent Toora Women Inc. in a professional manner at all times when at work or out in the community 	6 months
2	Developing Oneself	<ul style="list-style-type: none"> • Demonstrate a commitment to self-improvement, professional growth, and staying up-to-date with industry trends in your area of expertise and in the social sector. • Actively engage in the performance appraisal process to understand your strengths and areas for focused capability development, and work with your Manager to select learning opportunities that will develop your capabilities and support you in reaching your potential. • Attend professional supervision (internal and external) as required by your role 	6 months
3	Demonstrate the Toora Values	<ul style="list-style-type: none"> • Demonstrate Toora's core values in everything you do at work by aligning your behaviour, decisions, and interactions with our values, contributing to the development of a positive and cohesive work culture. • Be committed to upholding Toora's mission, fostering trust with your colleagues and clients, and promoting a shared sense of purpose and integrity as we work towards the same goal. 	6 months

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4	Organisational Capacity	<ul style="list-style-type: none"> • Assist in the accreditation and registration for community housing, QIC and other mandatory requirements. • Maintain update to date Clinical and Case Management Policies and procedures • Secretariate support for the Clinical Governance Committee • Lead Client Case reviews • Lead and develop the upskilling of case coordinators in Case Management and Client Outcomes 	6 months
5	Governance and Compliance	<ul style="list-style-type: none"> • Support the Governance manager with clinical and service delivery compliance requirements • Provide best practice Client Outcome and Case Management advice to managers and CEO as required • Monitor contract compliance in relation to Client Outcomes • Lead Case Management and other clinical standards internal audits • Contributing to the implementation of continuous quality improvement and policy development initiatives. 	6 months
6	Organisational Leadership	<ul style="list-style-type: none"> • Provide advice, support and issues resolution to Toora staff on issues related to case management and client outcomes. • Supporting the implementation of best practice in clinical governance practices • Mentor and support capability development of Toora staff in relation to case management and client outcomes • Manage and lead change and quality improvement projects. • Mentor and support more junior staff in the Governance team. • Act in the position of Governance Manager if required 	6 months
7	SCHADS Level 7 expectations	<ul style="list-style-type: none"> • Level 7 employees will mainly work without direction and have managerial authority over a variety of functions within an organisation. These employees may also work as a specialist or a specialist member of a professional team. • Employees at this level will be involved in establishing programs, procedures, and work practices. It is expected that these employees will have a high level of responsibility in making decisions as well as providing expert advice in multiple areas of the organisation. • Management of other employees is an important element of this level; employees will be required to set outcomes for the organisation as well as negotiate matters on behalf of the organisation. • Positions at this level will demand responsibility for decision-making and the provision of expert advice and would be required to control and coordinate of major work initiatives. 	6 months

Other roles and responsibilities

The Senior Practitioner - Case Management and Client outcomes will deliver the following key responsibilities:

- Assist with the maintenance and review of Toora's Clinical Governance Framework and Policies
- Lead regular reviews, and updates of Case Management and related practice policies, procedures to ensure compliance with best practice and standards
- Assist in the implementation and embedding of client outcome measurement tools, principles and practices across the organisation.
- Conduct case reviews in all service areas of the organisation to ensure effective case plans are in place and appropriate case management is occurring
- Enhance case management skills, client outcomes and principles of practice skills by providing advice and mentoring to staff; and researching best practice methodologies and techniques
- Lead and coordinate participation in Case Management, practice standards and client outcome audits and evaluations, including analysis of results.
- Work with various teams in Toora to assess the client safety and risk elements of their work and ensure they are supported to meet service standards and best practice
- Work in collaboration with the Clinical Governance Committee
- Provide secretariate support the Clinical Governance Committee
- Report on, and be involved in incident and risk reviews as required
- Provide reports, including analysis of results to the Governance Manager, Clinical Governance Committee, Management, CEO and Board as required

Previous experience

The Senior Practitioner - Case Management and Client outcomes requires the following skills and experience:

- Knowledge of legislative frameworks including acts, regulations and case management theories and methodologies that guide practice principles.
- Experience in the use of client outcome measurement tools, such as Outcome Stars
- Experience in providing professional advice on case management and client outcomes through case reviews, mentoring and coaching
- Demonstrated capacity to work in a person-centred, trauma informed environment
- Ability to analyse complex problems and resolve matter that demonstrate reflective practice
- Demonstrated ability to work well in a team environment and the ability to achieve organisational and team values, goals and objectives and to act confidentially and professionally;
- High level administrative skills including knowledge and experience in preparation of written reports and policy development
- Well-developed communication skills including negotiation, conflict resolution, problem solving skills and the capacity to build and maintain positive relationships;

Additional desirable experience:

- Experience working in the homelessness and/or Alcohol and other drug sectors
- An understanding of client complexities within the community service sector, in particular homelessness and Alcohol and other Drug sectors
- Working knowledge and understanding in the application of the Case Management standards, Clinical Governance standards or QIC Health and Community Standards

Education

Education

- A tertiary qualification and relevant experience in a related field

Mandatory Documents:

- WWVP check
- Driver's license
- Police check