

Position description

Title	Family Services Case Manager
Reports to	Team Leader
Classification & Salary	SCHADS Level 5 (plus super and salary packaging)
Employment Status	Max Term Part time 0.8 – until 31 March 2026
Work Location	Hastings
Date	Sept 2026

Good Shepherd Australia New Zealand (GSANZ)

Our 2023–2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

Role Purpose

The Family Services Case Manager will work within the Peninsula based Integrated Family Services (IFS) team. The IFS team promotes the safety, stability and development of children, young people and their families, through the provision of evidence-based intervention models of practice and tailored family centered case-management approach.

The focus is on collaborating with families to develop parenting capacity, addressing the needs of children, and ensuring their voices are heard to respond to risk and vulnerability with an emphasis on the whole family.

The Family Services team is part of the Peninsula and Bayside Alliance, and this position will be based at the Good Shepherd offices, with the primary site being Hastings.

Key Responsibilities

- Strengthen parenting competencies and confidence
- Enhance the wellbeing of children, young people and their families
- Prevent child abuse and neglect
- Support children, young people & their families through major life transition times
- Support children, young people and their families through major crises

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Tertiary qualification in Social Work, or similar level qualification in a human services discipline, such as Psychology.

Desirable Skills, Qualifications and Attributes

- Experience in child protection / child welfare or experience working under the best interest framework would be an advantage.
- Understanding of systems theories and trauma informed practice.
- Working as part of a care team within a multi-disciplinary team would be an advantage.
- Experience working with The Orange Door would be desirable.

Key Selection Criteria

1. Demonstrated skills in casework and group work with families who may have complex needs.
2. Demonstrated knowledge of relevant DFFH policy and practice frameworks and legislation.
3. Effective interpersonal, time management, communication and negotiation skills, including liaising with other key people known to the family (such as school professionals, child care, also family friends).
4. Demonstrated experience in preparing written reports, maintaining records, including case notes and IRIS data base reporting.
5. Demonstrated ability to work in a culturally sensitive way with people from culturally and linguistically diverse (CALD) communities and Aboriginal families.
6. Demonstrated understanding of social justice principles and community capacity building, and an ability to contribute to the mission and spirit of the agency.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

The above requirements will need to be supplied and verified prior to commencement.

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community

we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.