

## EL1 Senior Complex Manager - Mutually Respectful Behaviour Specialist

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Company: McArthur

Location: Australia

Category: life-physical-and-social-science

Rewarding Opportunity with Federal Government

Temporary for months

Location Sydney

McArthur is seeking for a dedicated Senior Complex Manager to support veterans with challenging behaviour and/or with complex needs.

### **About the role**

The Senior Complex Case Manager is responsible for supporting the provision of high quality, veteran-centric, trauma-informed case management practice across the Coordinated Client Support Branch and reports to an identified Assistant Director

### **Responsibilities include:**

Providing clinically informed case management to veterans presenting with challenging behaviour and/or with complex needs and guidance to case managers in their case management of veterans.

Provide case management and consultation support to DVA in response to veterans presenting with challenging behaviour in accordance to DVA's Mutually Respectful Behaviour policy.

Provide an escalation point for case managers when assessing clients identified presenting with challenging behaviour and/or to be at serious risk of harm to self or others.

Provide specialised case management and/or clinical expertise in veterans presenting with challenging behaviour and/or and advice to support and enhance this work of the Complex Case Managers.

Contribute to the preparation of high level client summaries and briefs, including maintaining high quality documentation.

Undertake a range of client assessments including intake assessments and risk assessments.

Manage a limited case load of highly complex clients presenting with challenging behaviour

### **Provide support to staff with a speciality in challenging behaviour**

Be available for ad hoc consultation across the Branch to provide input and expertise to inform the management of and response to urgent client escalations.

Contribute to the achievement of staff wellbeing and high performance of Complex Case Managers in meeting the needs of Veterans through active participation in the team management structure and promotion of team building and self-care strategies.

Undertake Complex Case reviews with Complex Case Managers across the Branch, utilising professional expertise to make sound recommendations for case management, escalation or closure.

Provide appropriately nuanced Reflective Practice Supervision to clinical and non-clinical Complex Case Managers.

Provide intensive coaching to Complex Case Managers regarding targeted areas of practice as required.

Develop relationships with Complex Case Managers in order to facilitate ad hoc support, mentoring and de-briefing.

Maintain and develop skills in trauma-informed Reflective Practice Supervision and coaching conversations through use of own Reflective Practice Supervision, peer supervision, internal and external networks.

Contribute to the ongoing professional development of case managers, ensuring training needs are met both through internal and external networks in conjunction with Assistant Directors, ensuring overall proficiency as a team.

Identify and support emerging talent and act as mentors for case managers with particular expertise and skill sets suitable for succession planning and further development.

Contribute to reporting to Senior Executive management regarding trends identified within Reflective Practice Supervision sessions, with associated recommendations for action in these areas to promote the wellbeing and high performance of Complex Case Managers.

### **Leading clinical governance and quality improvement activities.**

Provide support for quality assurance mechanisms.

Contribute to the development, use and review of clinically informed policies, procedures, and practice tools, including the development of training and education processes.

In conjunction with Assistant Directors identify and implement strategies to support high level governance of service provision implementing a complex case review process and regular case review processes.

Actively contribute to branch quality assurance tasks and branch development, contributing professional experience to achieve outcomes for the branch.

May take initiative to lead projects in relation to governance and quality assurance development, making use of professional knowledge base and experience

If you meet the criteria above please contact Ursula at 7 0 for a confidential discussion.

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