

Position Description

Position: Case Manager
Program: Family Violence Outreach Program
Reports to: Team Leader
Hours:
Classification: SCHCADS Award: Level 5

OUR VISION

Safety, equality
and opportunity
for all people

OUR MISSION

To promote respectful relationships
through services which enhance the
safety, autonomy and wellbeing of
women and children

OUR VALUES

The organization works from a
feminist perspective and
values; Innovation, Integrity,
Respect and Trust

TURNING POINT: our collective spirit 2015:

RESPECTIVE SUPPORTIVE INCLUSIVE CULTURALLY SAFE STIMULATING FLEXIBLE

More of: Directness, Forgiveness, Trust, Tolerance, Acceptance

Less of: Negativity, Taking things personally, Assumptions, Undermining

BUILDING BETTER ORGANISATIONS

MAKING OUR CULTURE VISIBLE

The four pillars: Empathy, Clarity, Engagement and Learning

Understanding and use of all processes and tools relating to the BBO Quality Improvement Project

Participating in the BBO processes to ensure client needs are met with a healthy and sustainable workforce.

Position Context:

The Central Highlands Women's Collective (CHWC) began in 1983 with the premise that women have the strength to change the world. At the outset the Collective identified the need to name women's experience of family violence as essential in challenging community attitudes condoning violence against women. They sought to shine a light on the gendered nature of family violence.

Funding was received in 1988 for 'The Women's Resource Information & Support Centre' (WRISC). In the 1990's funding was specific to provide family violence outreach support (agencies historically supporting the work of women's refuges). The Collective, comprising personnel and non-personnel community members, managed WRISC under a flat structure until 2006. A new hierarchal staffing structure was then adopted. An Executive Officer and Business Manager were appointed. A new constitution was drafted to reflect the changed organisational structure and passed by members in October 2007. A board of governance was elected in November 2007.

WRISC Family Violence Support is a non-profit organisation funded in the main by the Department of Human Services. WRISC provides a range of services for women and children living in or escaping from situations of family violence. Services include information, referral, advocacy, support, women's and children's support groups and children's counselling. The WRISC office is located in Ballarat and services are offered across the Central Highlands region of Victoria including the shires of Ballarat, Hepburn, Moorabool, Pyrenees and Golden Plains. Services are provided on an outreach basis (including outreach offices and home visits) and at the WRISC office. WRISC is a member of the Grampians Integrated Family Violence Committee and our services are delivered within an integrated service system working closely with police, courts and other agencies.

POSITION DESCRIPTION

Case Manager

Position Background

The Family Violence Outreach Program aims to assist women and children who are experiencing, or have experienced, family violence to receive the most appropriate and timely service.

The case management service involves a variety of options, including safety planning, assessment using the Multi-Agency Risk Assessment and Management framework (MARAM), short term support, case management, intensive case management and outreach service to women and children.

Position Objectives:

- Assess and respond to the diverse needs of women and children affected by family violence.
- To provide case management support for clients, working with them to achieve their identified goals.

MAIN DUTIES AND RESPONSIBILITIES

<p>1. Service Delivery</p> <p>Deliver client directed family violence services in a case management framework including intensive case management:</p> <p>Case Management:</p> <ul style="list-style-type: none">• Provide women with information about their rights and responsibilities as a client of the organisation and the services available at WRISC.• Provide specialist information and advice for women and children regarding family violence and its associated harm; as well as, the range of options, services and resources available to them to promote their rights, safety and redress the harm and disadvantage associated with violence. Provide active referral to other services as appropriate.• Provide holistic case management and negotiate and implement a service agreement/case plan in collaboration with women and their children centred on their goals and supporting positive change.• Provide crisis intervention when required and prioritise safety for all concerned in the response.• Participate in duty roster system to provide a risk/needs assessment and/or case management response to queries from public and external agencies.• Work closely and effectively with court, police, child protection and other services as part of an integrated response to family violence. Attend client related meetings and case conferences as required.• Advocate for women and children to negotiate the service system effectively and redress the harm caused by family violence.• Advocate for and support women at Court including preparation for court, facilitating access to court resources and support, participate in court rosters, provision of information about court process and procedures, supporting women to access legal advice.• Advocate for, and assist women with, housing options as appropriate, including private rental, Office of Housing.• Maintain client and workplace confidentiality at all times with the exception of duty of care and other legal requirements.

- Report serious and imminent concerns of safety for clients, staff or others to a Team Leader or the Executive Officer and implement responses as required.
- Report critical incidents to a Team Leader or the Executive Officer and implement responses as required.
- Perform all service delivery duties in accordance with professional practice standards and professional code of ethics.
- Demonstrate cultural sensitivity and adjust personal style in response to client diversity and provide cultural support through secondary consultation and co-case management with culturally specific services.
- Community education and/or co-facilitation of women's and children's therapeutic support groups may be negotiated as part of duties. Perform all service delivery duties in accordance with professional practice standards and professional code of ethics.
- Set priorities and monitor work flow in the area of responsibility
- Provide expert advice to employees classified at lower levels and/or volunteers

2. Administration and Documentation

- Maintain accurate client records completed in a professional and timely manner adhering to privacy principles and relevant procedures and work instructions.
- Collect and maintain client data for monthly reporting, adhering to the privacy principles, SHIP guidelines and organisational work instructions.
- Detailed knowledge and adherence to relevant legislation, regulations and agency policies & procedures. Assist in the maintenance and accurate upkeep of resource files, brokerage spread sheets and databases.
- Exercise judgment and initiative where procedures are not clearly defined
- Develop, document and lead share care planning where appropriate.
- Set priorities, plan and organise own work.
- Assist with the preparation of or prepare program budgets in liaison with Team Leader.

3. Teamwork and Communication

- Maintain a professional manner in all aspects of communication with clients, colleagues, stakeholders and the broader community. Demonstrate leadership to work cooperatively and harmoniously with others to achieve team and organisational goals.
- Work independently and exercise a degree of autonomy.
- Demonstrate sound decision making ability in area of responsibility
- Prepare for, positively participate and lead team, staff and group meetings as required.
- Foster and promote a positive image of WRISC to members of the community through professional standards of personal presentation, behaviour and accountability.
- Provide affective representation of WRISC on external networks and committees.
- Support and champion the organisations strategic vision, values and directions.
- Actively encourage and model all aspects of the Building Better Organisations initiative within team and in WRISC more broadly

4. Continuous Improvement and Risk Management

POSITION DESCRIPTION

Case Manager

- Abide by and model the organisations code of conduct, policies, procedures and work instructions.
- Undertake responsibility for a continuous quality improvement moderately complex project including planning coordination implementation and administration.
- Initiate, implement and evaluate annual CQI projects- both individual and team.
- Develop, plan and supervise the implementation of educational and/or developmental programs for clients.
- Set priorities and monitor work flow in the areas of responsibility
- Employ and model solution focused thinking in every aspect of the role.
- Identify occupational health risks and hazards, and contribute to a safe work environment.
- Contribute to and demonstrate leadership to achieve team work plans and projects.
- Actively participate in the risk management process.

- For all types of risk, a comprehensive risk management process will be followed. This involves:
 - Identifying potential risks
 - Assessing the likelihood of risks and consequences of losses
 - Choosing how to control, avoid, eliminate or minimise risk through strategies, processes and policies.

5. Personal and Professional Development

- Demonstrate reflective and evidence based practice to support improved outcomes for women and children through positive participation in supervision, case discussions, evaluation and feedback processes, and training.
- Actively participate in regular individual and group supervision and debriefing.
- Develop and maintain self-care strategies, utilising supervision and available organisational support as required.
- Identify training and professional development goals.
- Negotiate in supervision annual work and training plans to achieve organisational goals and undertake performance appraisal processes in line with WRISC's performance management program.
- Prepare a report and present identified CQI individual and team projects.
- Attend training, conferences and forums provided by the organisation.

KEY SELECTION CRITERIA

Qualification

Tertiary qualifications in social work, community services or related discipline; with relevant work experience (including volunteer &/or work experience placements) in the family violence and/or community services sector.

Essential

1. High level of knowledge of the causes and context of family violence (theory), its impact on women and children; and skills to respond (practice) to address same.
2. Demonstrated ability to use initiative and judgement to provide quality client services within a case management and risk assessment framework.
3. Demonstrated ability to provide culturally sensitive practice, inclusive of the needs and context of Aboriginal and CALD communities and other vulnerable groups.
4. High level of interpersonal skills to work respectfully, autonomously and effectively within a team and in collaboration with other professionals and organisations.
5. Highly developed and demonstrated administrative and report writing skills to create proficiency in the Microsoft Office Suite.
6. Considerable experience in the development of effective and collaborative working relationships with other agencies in a service network.
7. Demonstrated leadership and initiative in driving in continuous quality improvement projects individually and as a team.

POSITION DESCRIPTION

Case Manager

Conditions of Employment

- The successful applicant will be required to undergo satisfactory pre-employment checks, including three referees, a criminal records check (entails proof of identity), working with children check and proof of qualifications.
- The successful applicant will be expected to have a current Victorian driver's licence.
- Employment is subject to a three month probationary period.
- A pre-employment health declaration is required.
- Terms and conditions of employment are based on the Social, Community, Home Care and Disability Service Industry Award 2010.

Description of Work Activities /Environment

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographical and office locations including working from home and other settings (e.g. schools).	Regular
	Work in unstructured environments (e.g. home visit).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan or shared office space.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasionally
	Support and participate with clients in recreational activities (e.g. camping, gardening).	Occasionally
	Participate in team development/building activities.	Regular
Fluorescent lighting.	Daily	
Manual Handling	Undertake minimal manual handling such as lifting of equipment which would be of varying weight and size (e.g. child car seats, books and resources).	Regular
Administrative tasks	Computer work, filing, writing reports, case notes/plans and client records, participate in meetings, concentrating for long periods of time, managing resources and budgets and researching and analysing information and data.	Daily
Technology	Use technology including photocopier, telephones, mobiles, fax, laptops, projectors, televisions, video, electronic whiteboards, security and duress alarm systems.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Daily
	Use public transport including trains, buses, trams and taxis.	Regular

WRISC Family Violence Support Inc. employs only women as permitted under S.28 of the Equal Opportunity Act 2010.

Full name:

Signature: **Date:**

Line Manager: **Date:**

Return a copy to the Business Manager