



Position Description

Position: Case Manager
Program: Dhurrung Wunggurwil Family Violence Aboriginal Program
Reports to: Team Leader
Hours: 0.8 eft
Classification: as per SCHCADS Award:

OUR VISION	OUR MISSION	OUR VALUES
Safety, equality, and opportunity for all people	To promote respectful relationships through services which enhance the safety, autonomy and well-being of women and children	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 4 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 Families, Fairness and Health. 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 Dhelk Dja Regional Action Group and the Central Highlands Integrated Family Violence Committee. Our services are delivered within an integrated service system working closely with police, courts, and other agencies. WRISC is an inclusive employee and welcomes applications from People of diverse backgrounds who identify as women.

POSITION DESCRIPTION

DWVAP - Case Manager

Position Background:

The Dhurrung Wungurrwil Family Violence Aboriginal Program aims to assist families who are experiencing, or have experienced, family violence to receive culturally safe support within a holistic framework.

Case management support involves a variety of options, including safety planning, assessment using Multi-Agency Risk Assessment and Management (MARAM) short-term support, case management, intensive case management and provides an outreach service to families in a culturally safe space.

Position Objectives:

- Holistically assess and respond to the diverse needs of Aboriginal families affected by family violence
- To provide case management support for Aboriginal families walking alongside them to achieve their identified goals in a client-paced way.

MAIN DUTIES AND RESPONSIBILITIES

1. Service Delivery

Deliver client-directed family violence services in a case management/intake framework including intensive case management:

Case Management:

- Always demonstrate cultural sensitivity in response to client diversity and provide cultural support through secondary consultation and co-case management with culturally specific services. This includes awareness of past trauma, intergenerational trauma, trauma triggers, building relationships, and gaining trust.
- Provide families 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 families 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 and ensure cultural sensitivity.
- Provide holistic case management and negotiate and implement a service agreement/case plan in collaboration with families centered on their goals and supporting positive change and empowerment
- Provide crisis intervention when required and prioritise safety for all concerned in the response.
- Work closely and effectively with the court, police, child protection Ballarat and District Aboriginal Co-Op (BADAC) and other services as part of an integrated response to family violence. Attend client-related meetings and case conferences as required.
- Advocate for families to negotiate the service system effectively and redress the harm caused by family violence.
- Advocate for and support families at Court including preparation for court, facilitating access to court resources and support, participating in court rosters, provision of information about court processes and procedures, supporting families to access legal advice.



- Advocate for and assist families with housing options as appropriate, including private rental, Office of Housing and Aboriginal Housing Victoria
- Maintain client and workplace confidentiality at all times with the exception of duty of care and other legal requirements.
- Be acutely aware of the Aboriginal community's relationship structure
- Report serious and imminent concerns of safety for families, staff or others to a Team Leader or the Program Manager and implement responses as required.
- Report critical incidents to a Team Leader or the Program Manager and implement responses as required.
- Perform all service delivery duties in accordance with professional practice standards and professional code of ethics.
- 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 workflow in the area of responsibility
- Provide support and offer assistance to other team members as required

2. Administration and Documentation

- Maintain accurate family records completed in a professional and timely manner adhering to privacy principles and relevant procedures and work instructions.
- Collect and maintain family 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 spreadsheets, and databases.
- Exercise judgment and initiative where procedures are not clearly defined
- Develop, document, and lead shared 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 and families.

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.

POSITION DESCRIPTION

DWFFVAP - Case Manager

- Provide affective representation of WRISC on external networks and committees.
- Support and champion the organisations strategic vision, values and directions.
- Be mindful of past trauma for Aboriginal and Torres Strait Islander people and the triggers that may directly affect colleagues that identify as Aboriginal and Torres Strait Islander and support this within the team.
- Actively model all aspects of the Building Better Organisations (BBO) within the team and with WRISC more broadly.

4. Continuous Improvement and Risk Management

- 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 families.
- Set priorities and monitor work flow in the areas of responsibility
- Employ and model family driven, solution focused thinking in every aspect of the role.
- Identify occupational health risks and hazards, and contribute to a safe work environment which can include past triggers of trauma
- 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 families 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 organization and that are culturally specific when available.



KEY SELECTION CRITERIA

Qualification

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

Essential

1. Demonstrated ability to provide culturally sensitive practice, inclusive of the needs and context of Aboriginal and CALD communities and other vulnerable groups and awareness of past traumas and triggers and supporting families in this knowledge in their own work and that of the team
2. High level of knowledge of the causes and context of family violence (theory), its impact on families and skills to respond (practice) to address same.
3. Demonstrated ability to use initiative and judgement to provide quality client services within a case management and intake framework.
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 initiative in participating in continuous quality improvement projects individually and as a team.

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), a working with children check, and proof of qualifications or experience
- The successful applicant will be expected to have a current Victorian driver’s licence.
- Employment is subject to a six-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 and other settings (e.g. schools).	Regular
	Work in unstructured environments (e.g. home visits).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan or shared office space.	Daily

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	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, Aboriginal extended family relationships	Regular
	Interact with families and members of the public who could display verbal or physically challenging behaviour.	Occasionally
	Support and participate with families in recreational activities (e.g. camping, gardening).	Occasionally
	Participate in team development/building activities.	Regular
	Fluorescent lighting.	Daily
	Working from home as required.	Regular
Manual Handling	Undertake minimal manual handling such as the 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, participating in meetings, concentrating for long periods of time, managing resources and budgets and researching and analysing information and data.	Daily
Technology	Use technology including photocopiers, telephones, mobiles, fax, laptop, 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