



POSITION DESCRIPTION October 2017

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| Position | Case Manager – A Place to Call Home / Supported Housing |
| Program | Access Program |
| Stream | Integrated Family Violence Services |
| Reports to | Manager - Access |
| Employment Period | 0.8 EFT – 12 months fixed term |
| Exemption | VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010) |
| Remuneration | Salary and conditions based on qualifications and experience in accordance with the Women's Health West Enterprise Agreement 2010 level 3B, plus 9.5% superannuation. Generous salary packaging options available as per WHW policy. An initial probationary period will apply as part of the employment offer and contractual agreement. |
| Located | Women's Health West, 317-319 Barkly Street, Footscray VIC 3011 |

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence, including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

WHW supports women and their children escaping family violence in the western metropolitan region by providing access to a range of short to medium-term housing services including refuge, crisis accommodation properties and transitional housing. WHW also supports women and their children to access affordable, safe and longer-term housing options through the A Place To Call Home (APTCH) program. The APTCH program aims to reduce the traumatic impact of family violence on women and their children by providing access to stable accommodation through the transfer of transitional housing into public housing. This eliminates the need for families to relocate and provides opportunities to strengthen links with local communities and support services. The APTCH/supported housing case manager reports to the access manager and is part of the client and residency management (CARM) team at WHW. This position is responsible for supporting the delivery of client-focused case management support to women and children experiencing housing instability as a result of family violence. The primary focus of the role is to support women and their children to access and sustain stable accommodation options. The case manager works

closely with other staff in WHW's integrated family violence service to provide case support, advice and secondary consultation regarding housing options. The case manager also works closely with a range of external services, particularly housing services, to enhance referral pathways and access stable housing for women and children impacted by family violence and homelessness. This position contributes to the development and achievement of team and organisation goals, and actively promotes the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Result Areas and Responsibility

Conduct assessments to determine needs and provide case management support for women and their children who have experienced family violence and require access to long-term sustainable housing support.

- Undertake comprehensive assessments, including risk assessments of women and their children requiring medium to long-term housing support to determine their individual needs.
- In collaboration with IFVS case managers, identify clients for the APTCH program and undertake intake processes for women and their children referred to the program.
- Develop medium to long-term client-centered case management plans for women and their children that focuses on achieving long term sustainable housing as well as connection and engagement with local communities.
- Provide direct casework support to women and children aligned to case management plans and goals to ensure housing needs are addressed.
- Administer APTCH brokerage funds to support women's ability to maintain stable housing.
- Establish referral pathways and access to medium and long-term housing for women and children experiencing family violence including transitional housing, private rental, rapid housing, community housing and social housing.
- Provide culturally-competent case management support to women from diverse cultural backgrounds, including Aboriginal and Torres Strait Islander women.
- Performance of other duties that are required that are within the range of the employee's skills, competency and training.

Participate in the effective delivery of family violence housing services by undertaking and completing administration, reporting and data collection in accordance with funding agreements, legislation and organisation policy and procedures.

- Maintain records of expenditure associated with APTCH program.
- Maintain accurate case files, assessment documentation and case notes in a manner that will meet all auditing requirements of WHW, DHHS standards and legislative obligations.
- Ensure client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.
- Ensure client data is accurately recorded and maintained on the client database (SHIP) to inform program planning and to meet data recording requirements of DHHS and the WHW board.
- Provide written program status reports to the access manager where necessary or required.

Work collaboratively with a range of housing providers, external services and other WHW integrated family violence services staff to enhance client access to sustainable, long term housing and engagement with support services.

- Develop relationships and work collaboratively with housing providers and housing support services to enhance access to medium and long-term housing for women and children experiencing housing instability as a result of family violence.
- Work jointly with transitional housing managers and the Office of Housing to achieve the transfer of transitional housing into public housing properties.

- Work collaboratively with Child Protection, Victoria Police, magistrates' courts, McAuley Community Services for Women, InTouch and other community agencies to achieve positive housing outcomes for women and their children.
- Work collaboratively with WHW Aboriginal case managers, Elizabeth Morgan House and other Aboriginal and Torres Strait Islander organisations to achieve positive housing outcomes for Indigenous women and their children.
- Provide support and secondary consultation to other members of the integrated family violence services stream and external organisations regarding women and children's experience housing instability and to enhance referral pathways.
- Actively promote WHW and our programs with our community partners in order to foster collaboration and build seamless referral pathways for clients.

Contribute to the development and achievement of team and organisation goals through regular supervision and participation in professional development activities.

- In collaboration with the access manager, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Participate in induction processes and probationary reviews as required.
- Participate in regular supervision and annual appraisal to discuss clients, workload and professional development (every two weeks or as agreed).
- Undertake identified training and professional development activities to support practice and skills development.
- Participate in regular group supervision reflective practice sessions.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.

Contribute to processes that ensure collaboration and integration across and between WHW programs and service to achieve organisational goals and objectives.

- Actively participate in team, program, stream and staff meetings and planning days.
- Actively participate in cross-team and cross-stream mechanisms designed to facilitate links within and between the housing program, the integrated family violence services stream and the whole organisation, ensuring that collaboration is embedded in all aspect of WHW's operations.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Selection Criteria

1. Tertiary qualifications in social work or related discipline and eligibility for AASW membership or other professional body.
2. Experience in direct service provision, including assessments and interventions with women and their children who are experiencing homelessness or in housing crisis because of family violence, including those from diverse communities.
3. A demonstrated understanding of legislation, theory and practice as it relates to the provision of family violence services to women and their children.
4. Commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
5. Demonstrated ability to develop and maintain positive internal and external working relationships that foster partnership work and enhance professional and community networks to improve client and program outcomes.

6. Well-developed written and verbal communication skills, including the ability to maintain client records and collect statistical data to inform agency reports.
7. Sound computer skills including use of data base applications.
8. Knowledge of the housing sector would be highly regarded.
9. Current Victorian driver's license.

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed **biennially** as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Women's Health West is an equal opportunity employer with VCAT Exemption No. H119/2017.
2. Aboriginal and Torres Strait Islander women and those who speak languages other than English are encouraged to apply.
3. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
4. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

FURTHER INFORMATION

If you have any questions about this position please contact the Manager - Access on 9689 9588.

To apply for this position, please send your written application addressing the key result areas and key selection criteria marked 'Confidential' with three nominated referees, including your most recent line manager, to:

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au