



POSITION DESCRIPTION September 2017

Position	Family Violence Intake Case Manager
Program	Access Program
Stream	Integrated Family Violence Services
Employment Period	0.9 EFT position – 2 Years Fixed Term
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
Reports to	Manager - Access
Remuneration	Salary and conditions based on qualifications and experience in accordance with the Women's Health West Enterprise Agreement 2010 Level 3B, including 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

The intake service at WHW is the first point of contact for women and their children facing a family violence crisis in the western metropolitan region. The intake service responds to enquiries from women who contact WHW by telephone, email or face-to-face (drop in and appointments) and accepts referrals from other service providers in the region. Intake processes include information provision, risk assessment, safety planning and the development of client-centered interim response plans. The intake case manager reports to the access manager and works in close collaboration with the senior intake coordinator and other members of the IFVS intake team. This position responds to women accessing the WHW family violence intake service and is responsible for conducting comprehensive risk assessment, developing safety plans and implementing short-term response plans in collaboration with clients. The intake case manager is responsible for facilitating both internal referrals and referrals to external agencies to ensure the support needs of women and children experiencing family violence are appropriately met. The position also provides advice, information and secondary consultation to

WHW staff, and to staff from other local community agencies and services to ensure effective referral responses. The position is expected to contribute to the development and achievement of team and organisation goals, and to 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 Result Area and Responsibility

Provide high-quality client-focused intake services to women and children experiencing family violence to determine needs and provide appropriate referrals, services and support according to organisational standards, policy and procedures.

- Provide emotional support and respond to women accessing the WHW family violence intake service by telephone, email and face-to-face or in response to referrals from external agencies.
- Triage all referrals ensuring that women most at risk receive a timely response.
- Undertake comprehensive and client-centred risk assessments of women and any accompanying children to determine their individual needs.
- Develop and review immediate safety plans in collaboration with women contacting WHW to enhance safety outcomes.
- Develop and record a client-centred interim response plan that outlines clear actions (including referral to both internal and external services) and timelines.
- Ensure clients are actively engaged in short-term case management planning and decision-making processes.
- Coordinate relevant aspects of short-term case management.
- Ensure processes such as case review and case closure are conducted according to organisational standards and procedures.
- In conjunction with the senior intake coordinator, provide crisis intervention and interim support to women and their accompanying children who are on the waiting list for case management allocation.
- Performance of reasonable 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 intake services by undertaking and completing administration, reporting and data collection in accordance with funding agreements, legislation and organisation policy and procedures

- 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 program data (SHIP) is collected to inform program planning and to meet data recording requirements of DHHS and the WHW board.
- Ensure client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.
- Provide written program status reports to the senior intake coordinator or access manager where necessary or required.

Provide support and secondary consultation to WHW integrated family violence services staff and external service providers to ensure maximum collaboration and enhanced referral pathways.

- Provide support and secondary consultation to other members of the integrated family violence services team as required.
- Provide support and secondary consultation to external organisations relating to assessing and responding to the needs of women and children experiencing family violence.
- Work collaboratively with organisations such as Safe Steps, Victoria Police, DHHS Child Protection, Housing, Child First, McAuley Community Services for Women, inTouch,

mental health, drug and alcohol services and other community agencies to ensure effective referral responses.

- Work collaboratively with WHW Aboriginal case managers, Elizabeth Morgan House and other Aboriginal and Torres Strait Islander organisations to ensure effective referral responses for Indigenous Australian women and their children.
- Actively promote WHW and our programs to community service organisations to ensure maximum collaboration that supports positive referral and service outcomes for women and children.
- Participate in the delivery of a minimum of one community information workshop per year.

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

- 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 by access manager).
- 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 intake 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. Proven experience in the provision of crisis support and case management for women and their children experiencing family violence and/or trauma, 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.

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 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