



POSITION DESCRIPTION September 2017

Position	Crisis Case Manager
Program	Crisis Response Program
Stream	Integrated Family Violence Services
Reports to	Team Leader and Manager - Crisis Response
Employment Period	2 Years 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 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 crisis response program at WHW is a critical component of our integrated family violence services. The program operates 24 hours a day, seven days a week providing crisis intervention and interim support to women and their children in the western metropolitan region who are in crisis due to family violence. The crisis case manager reports to the team leader and/or manager crisis response and is responsible for providing high quality and timely crisis interventions to women and their accompanying children experiencing family violence across the western metropolitan region. This position is primarily responsible for responding to police referrals and conducting comprehensive and client-centered risk assessments to determine individual needs. Along with developing immediate safety plans, this role is also responsible for developing a client-centered interim response plan containing clear actions and timelines. The crisis case manager role also involves the provision of advice, information and secondary consultation to WHW staff, and to staff from other local community agencies and services to ensure effective referral and crisis 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 Areas and Responsibility

Provide high-quality and client-focused short-term crisis interventions and interim support to women and children experiencing family violence in the western metropolitan region according to organisational standards, policy and procedures.

- Triage all Police L17 referrals to ensure women most at risk receive a timely response.
- Respond to women accessing WHW through self-referral or external referral and undertake a comprehensive and client-centered risk assessment of women and any accompanying children to determine their individual needs.
- Develop and review immediate safety plans in collaboration with women to enhance safety outcomes.
- Develop and record a client-centered interim response plan that outlines clear actions and timelines, ensuring that women are actively engaged in the planning and decision-making process.
- Provide follow up support to woman and their accompanying children who have accessed the after-hours service.
- Coordinate all aspects of crisis response case management including assessment, case planning, case review and case closure.
- 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 crisis case management services by undertaking and completing administration, reporting and data collection in accordance with funding agreements, legislation or 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 client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.
- Ensure program data (SHIP) is collected to inform program planning and to meet data recording requirements of DHHS and the WHW board.
- Contribute to program continuous quality assurance processes and programs.
- Provide written program status reports to the crisis response manager and/or team leader 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 secondary consultation to external organisations relating to assessing and responding to the needs of women and children experience family violence.
- Work collaboratively with Victoria Police, DHHS Child Protection, Housing, Community Corrections, Child First, Mental Health, Drug and Alcohol and men's family violence services, McAuley Community Services for Women, In Touch, Safe Steps and other community agencies to ensure effective referral responses.
- Work collaboratively with Elizabeth Morgan House and other Aboriginal and Torres Strait Islander organisations to ensure effective referral responses for Indigenous Australian women and their accompanying children.
- Actively promote WHW and our programs with our community partners to ensure maximum collaboration that supports positive outcomes 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 crisis response team leader and/or 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.
- Participate in regular group supervision reflective practice sessions.
- Undertake identified training and professional development activities to support practice and skills development.
- 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 crisis response 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. Direct service delivery experience including 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 children.
4. Demonstrated commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
5. Ability to develop and maintain positive internal and external relationships that foster partnership work and enhance professional and community networks that improve client and program outcomes.
6. Excellent 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. 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 where required, 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.
5. 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 specific queries about this position please contact the Manager, Crisis Response on 9689 9588.

To apply for this position, please send your written application responding to the key selection criteria marked 'Confidential' to the address below. Please include three nominated referees, including your most recent line manager.

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