



POSITION DESCRIPTION

March 2018

Position	Family Violence Case Manager - CARM
Program	Access Program
Stream	Integrated Family Violence Services
Reports to	Team Leader – Client and Residency Management (CARM) team
Employment Period	0.8 EFT ongoing position
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 refuges, crisis accommodation properties and transitional housing. WHW also supports women and their children to find affordable, safe and longer-term housing options. The case manager is part of the client and residency management (CARM) team at WHW and reports to the CARM team leader. This position is responsible for the delivery of a range of client-focused family violence case management services to the women and children residing in refuge and medium term housing, in collaboration with their team. Following risk assessment and safety planning, this position is responsible for developing case management plans, in collaboration with clients, which include facilitating access to medium term to long term housing and other required support. The case manager works closely with other staff in WHW's integrated family violence service stream to contribute to positive client outcomes and enhanced program delivery. They also work closely with staff in other agencies and services to facilitate referrals that meet the support needs of

women and their children. This position is expected to contribute to the development and achievement of team and organisation goals, and 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 case management in the WHW crisis accommodation program and within short to medium term housing to support to women and their children experiencing housing crisis as a result of family violence.

- Participate in intake processes including initial screening and assessment to determine eligibility for WHW crisis accommodation.
- Facilitate intake and orientation of women and children into WHW crisis accommodation, and support their transition into shared accommodation where relevant.
- Undertake comprehensive and client-centred risk assessments of women and any accompanying children to determine their individual needs.
- Develop and review safety plans in collaboration with case-managed clients to enhance safety outcomes.
- Develop and record a client-centred case management plan that includes goal setting/actions, interventions, monitoring and follow-up/closure.
- Ensure clients are actively engaged in the case management planning, including goal setting, and decision-making processes.
- Provide case management support by providing information, advocacy, resources and referrals to appropriate agencies and services.
- Ensure processes such as case review and case closure are conducted according to organisational standards and procedures.
- Provide emotional and practical support to clients.
- Coordinate all aspects of co-case management including care team meetings, case review and action planning with other services e.g. child protection, housing, mental health.
- 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 housing 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 meets 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 the DHHS and the WHW board.
- Provide written program status reports to the CARM team leader 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, medium to long term housing and engagement with support services and local communities.

- Work collaboratively with relevant housing providers and housing support services.
- Undertake housing applications inclusive of Office of Housing and provide ongoing liaison.
- Provide support and secondary consultation to other members of the integrated family violence services stream and external organisations regarding women and children's experience of family violence and housing crisis.
- Work collaboratively with both government and non-government services and other community agencies in order to achieve positive outcomes for women and children.

- Work collaboratively with WHW Aboriginal case managers, and as well as other Aboriginal and Torres Strait Islander organisations to achieve positive outcomes for Indigenous women and their children.
- 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 CARM team leader, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Actively monitor in conjunction with team leader, performance standards against DHHS requirements to ensure ongoing accreditation for the program
- 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 CARM team leader).
- 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 CARM 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 case management or 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. Current first aid level 2 qualification desirable.
9. Knowledge of the housing sector would be highly regarded.

10. 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 Team Leader, CARM 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