



POSITION DESCRIPTION

June 2016

Position:	Family Violence Outreach Case Manager
Employment Period:	0.9 EFT ongoing position (dependent upon funding)
Exemption:	VCAT Exemption No. A128/2012 (subject to Equal Opportunity Act 2010)
Reports to:	Team Leader – Case Management
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 family violence outreach case manager reports to the case management team leader and is responsible for providing strengths based and client-focused case management support to women experiencing family violence in the western metropolitan region. A primary focus of the position is family violence risk assessment and risk management. This includes core functions of intake, case management, court support and place based service delivery. They also work closely with external services including Victoria Police, partner agencies and community services and play a key role in developing the capacity of these services to respond to women experiencing or escaping from family violence. They also 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 support to women and their children who are experiencing family violence.

- Respond to women (in accordance with policy and procedures) accessing the service.
- Undertake a risk assessment of clients' needs and their accompanying children according to agency standard format.
- Develop and review safety plans in collaboration with case managed clients.
- Coordinate all aspects of case management including; assessment; case planning; case review and case closure.
- Develop and monitor appropriate client case plans ensuring that clients are actively engaged in the planning and decision making process.
- Ensure client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.

Contribute to the development and implementation of the integrated family violence services work plan in relation to the outreach case management program.

- In conjunction with the case management team leader, coordinate and provide an effective case management program, including the planning, implementation, monitoring and review of activities specified in the integrated family violence services work plan.
- 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 the DHHS and the WHW board.
- Provide written program status reports to the counselling and case management team leader where necessary or required.
- Performance of other duties that are required that are within the range of the employee's skills, competency and training.

Provide advice, support and secondary consultation and to other WHW workers and external service providers to ensure maximum collaboration and enhanced referral pathways.

- Participate on intake roster and/or court support roster and provide advice, referral pathways and conduct comprehensive intake assessments for women and children accessing WHW IFVS programs.
- Provide support and secondary consultation to other members of the integrated family violence services team as required.
- Work collaboratively with Victoria Police, magistrates' courts, McAuley Care, In Touch, WDVCS and other community agencies.
- Work collaboratively with Elizabeth Morgan House and other Aboriginal and Torres Strait Islander organisations.
- Provide secondary consultation to external organisations regarding women experiencing violence.
- 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 case management 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.
- Participate in regular supervision and annual appraisal to discuss clients, workload and professional development (every two weeks or as agreed by counselling and case management manager)

- Participate in regular group supervision – reflective practice sessions.
- Participate in training and prepare reports for the case management team leader and team meetings.
- Participate in induction processes and probationary reviews as required.
- 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.

- Promote a culture of collective learning and collaborative work practices, including respectful and positive communication within the team and organisation.
- 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.
- 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.
- 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 plan and the feminist audit tool.

Key Selection Criteria

1. Qualifications in social work and eligibility for AASW membership or other related discipline.
2. Substantial direct service delivery experience including provision of crisis support and case management.
3. A demonstrated understanding of theory and practice as it relates to the provision of family violence services to women and children, including those from diverse communities.
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 external relationships that foster partnership work and 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.

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. A128/2012.
2. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

3. 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.

FURTHER INFORMATION

If you have specific queries about this position please contact Cecilia Team Leader - Case Management on 9689 9588.

To apply for this position, please send your written application addressing the key result areas and 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

Closing Date: 23 January 2017