



## POSITION DESCRIPTION

### May 2017

<b>Position</b>	RAMP Senior Case Manager
<b>Program</b>	Risk Assessment and Management Panel Program
<b>Stream</b>	Integrated Family Violence Services
<b>Reports to</b>	Team Leader RAMP / Flexible Support Package
<b>Exemption</b>	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
<b>Remuneration</b>	Level 5
<b>Located</b>	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 RAMP program is a Victorian state government initiative designed to improve collaborative responses and information sharing across key agencies in order to lessen or prevent serious and imminent threats to the life, health, safety or welfare of women and their children as a result of family violence. The RAMP senior case manager at WHW reports to the Team Leader RAMP/FSP and is responsible for providing short-term crisis case management to support women who have been referred to the RAMP program. This includes comprehensive risk assessment to women accessing the RAMP program because of high-risk family violence. It also includes the development of immediate safety plans and monitoring case management plans in collaboration with clients. This position attends and presents at RAMP meetings regarding the risk and safety of women and their accompanying children. The RAMP senior case manager works closely with external services including Victoria Police, partner agencies and community services to develop the capacity of these services to respond to women experiencing or escaping from family violence. This 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 short-term crisis and case management support to women and their children who are at serious and imminent threat of family violence and have been referred to the RAMP program.**

- Undertake a comprehensive risk assessment for women accessing the RAMP program and develop immediate safety plans in collaboration with clients in accordance with WHW policy and procedures.
- Coordinate all aspects of short-term case management including risk assessment, case planning, case review and case closure.
- Monitor client case management plans ensuring that women are actively engaged in the planning and decision making process.
- Research relevant case histories and previous contact with WHW and present information to RAMP meetings regarding the risk and safety of the reported cases.
- Ensure any client case management actions allocated to WHW from RAMP meetings for follow up are completed.
- Support the crisis response team by responding to L17 referrals and conducting comprehensive risk assessments and safety planning for women and children accessing WHW's integrated family violence service programs.

**Contribute to the effective management and delivery of the RAMP program including planning, implementation, monitoring and review of activities specified in the WHW integrated family violence services plan.**

- In conjunction with the Team Leader RAMP/FSP, contribute to the development, implementation, monitoring and review of the integrated family violence services work plan in relation to the RAMP 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 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 Team Leader RAMP/FSP or the crisis response manager where necessary or required.
- Performance of other duties that are required that are within the range of the employee's skills, competencies and training.

**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 advice, support and secondary consultation to other WHW integrated family violence services staff and external service providers relating to assessing and responding to the needs of women and children experiencing family violence to ensure maximum collaboration and enhanced referral pathways.
- Contribute to the development, planning and running of sector capacity-building activities that support agencies and organisations, including Victoria Police, to provide appropriate and responsive services for women and children experiencing family violence.
- Work collaboratively with Victoria Police, DHHS Child Protection, Housing, Community Corrections, Child First, McAuley Community Services for Women, mental health, drug and alcohol services and men's family violence services 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 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 Team Leader RAMP/FSP, 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 by the Team Leader RAMP/FSP).
- 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 services to achieve organisational goals and objectives.**

- Actively participate in team, program, stream and staff meetings and planning days.
- 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.
- Actively participate in cross-team and cross-stream mechanisms designed to facilitate links within and between the RAMP program, the integrated family violence services stream and the whole organisation, ensuring that collaboration is embedded in all aspects 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

### Key Selection Criteria

1. Tertiary qualifications in social work or related discipline and eligibility for AASW membership or other professional body.
2. Substantial 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 their 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 working relationships that foster partnership work and enhance professional and community networks to 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. Aboriginal and Torres Strait Islander women and those who speak languages other than English are encouraged to apply.
2. 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.
3. 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 RAMP/FSP 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](mailto:recruitment@whwest.org.au)