



## POSITION DESCRIPTION November 2018

<b>Position</b>	Case Manager (After-hours) - Family Violence First Response
<b>Program</b>	Family Violence First Response Program
<b>Stream</b>	Integrated Family Violence Services
<b>Reports to</b>	Team Leader - Family Violence First Response
<b>Exemption</b>	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
<b>EA 2017 Classification</b>	Level 4
<b>Located</b>	Women's Health West, 317-319 Barkly Street, Footscray VIC 3011 (This position may be located at other sites in the Western region at times)

### 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 crisis response, case management, housing and court support. We also provide services designed to promote healing and recovery including women 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.

### WHW Family Violence First Response Program

As part of sector-wide reforms currently underway arising from the Royal Commission into Family Violence, WHW is expanding its crisis response program to ensure that an effective, integrated and high-quality crisis response service is available 24 hours a day, seven days a week to women and their children experiencing family violence in the western metropolitan region. The enhanced family violence first response program model has been designed to increase the amount of crisis response support provided after-hours and to enhance the organisation's responsiveness to women in crisis through a face-to-face service. Two teams will staff the program, working across a variety of shifts providing L17 police referral triage and crisis response, intake and court support, and enhanced face-to-face crisis support within and outside core business hours, including weekdays and weekends. The expanded family violence first response team includes a mix of senior case managers and case managers who will have the opportunity to develop their knowledge and skills.

## Position Purpose

Working within a client-focused and trauma-informed framework, the case manager (after-hours) family violence first response is part of the team responsible for providing crisis interventions and intake services to women and their accompanying children on weekday nights and during the weekend. Working under the guidance of a senior crisis case manager, this position involves responding to referrals from police, drop in and phone calls, conducting risk assessments and developing safety plans for women and children experiencing a family violence crisis. The case manager (after-hours) family violence first response is also responsible for providing accurate information, advocacy, support, referrals and resources. In consultation with women, this position develops and implements interim response plans that include evidence-based and client-centred interventions for women and children from diverse backgrounds. The position will involve participation on the after-hours on-call roster. This position may be required to travel within the western metropolitan region and may be located off-site. All members of the WHW family violence first Response program are required to work closely and collaboratively with others members of the program.

## Key Result Areas and Responsibility

**In consultation with senior case managers, participate in the effective delivery of the WHW after-hours family violence first response program by providing high quality, client-focused and trauma-informed crisis interventions and support to women and children experiencing family violence in the western metropolitan region.**

- Respond to and triage Victoria Police (L17) and intake referrals, ensuring that women most at risk receive a timely response.
- Follow up referrals received in previous shifts to ensure women are receiving appropriate support.
- Provide a face-to-face first response service for women and their accompanying children when activated by Victoria Police, Safe Steps or WHW, ensuring that women contacting the service outside of business hours have access to this support.
- Liaise with and provide handover to Safe Steps as required.
- Undertake a comprehensive risk assessment of women and any accompanying children to determine their individual needs and develop immediate safety plans.
- Undertake thorough assessment and refer women to other IFVS programs including, for example, outreach case management and the Risk Assessment and Management Panel (RAMP) where appropriate.
- Provide accurate information, support, resources and referrals (to internal and external services) to women and develop an interim response plan that outlines clear actions and timelines.
- Provide access to brokerage funding and material aid to women when required, ensuring that all documentation is completed accurately and in a timely manner.
- Coordinate relevant aspects of short-term case management and provide interim support to women and their children on the waiting list for case management allocation.
- Ensure women are actively engaged in all planning and decision-making processes.
- Ensure accurate, timely and professional maintenance of client records and data collection (including completion of client status / closures) in accordance with relevant policy and procedures.
- Ensure client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.
- Performance of other duties that are required that are within the range of the employee's skills, competency and training.

**Provide support and secondary consultation to external service providers to ensure maximum collaboration and enhanced referral pathways.**

- Provide support and secondary consultation to external organisations relating to assessing and responding to the needs of women and children experiencing family violence as required.
- Work collaboratively with Victoria Police, DHHS Child Protection, Office of Housing, Community Corrections, Child First, Safe Steps and other community agencies to ensure effective referral responses for women and their accompanying children.
- Work collaboratively with Elizabeth Morgan House, VACCA 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 team leader family violence first response, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Access secondary consultation, debriefing and support from senior case managers and team leaders (as back up consultants) as appropriate.
- 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 family violence first response program, the integrated family violence service 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 in the family violence sector desirable.
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 and willingness to travel.

### 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 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.
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.
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 the Manager, Family Violence First Response on 9689 9588.

To apply for this position, please send your written application responding to 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](mailto:recruitment@whwest.org.au)