



POSITION DESCRIPTION

March 2018

Position	Family Violence Intensive Case Manager
Program	Counselling and Case Management
Stream	Integrated Family Violence Services
Reports to	Team Leader - Case Management
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
EA 2017 Classification	Level 5
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 has a team of case managers who work with women and children who are either experiencing an immediate family violence crisis or whose safety is at risk as a result of family violence. WHW case managers work with women to develop safety strategies and case plans that include housing, legal, health and other assistance to support their long-term safety. The intensive case manager disability reports to a case management team leader. The intensive case manager disability is responsible for providing client-focused intensive case management support to women with a disability and/or multiple and complex needs experiencing family violence in the western metropolitan region. This position provides access to multiple and intensive support options to help women break the cycle of violence and achieve sustainable and safe outcomes for themselves and their children. As a senior worker, the intensive case manager disability works closely with WHW's integrated family violence services staff, providing advice and secondary consultation regarding best practice in supporting women with multiple and complex needs. This role also works closely with external services including Victoria Police, partner agencies and community services and plays a key role in developing the capacity of these services to respond to women with high support needs 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 intensive case management support to women with a disability and/or complex needs experiencing family violence and their accompanying children.

- Respond to women accessing the service, undertake a comprehensive risk assessment and develop safety plans in collaboration with clients in accordance with WHW policy and procedures.
- Provide intensive case management services to women with disabilities and/or complex needs and their accompanying children with a focus on legal, housing and other needs as identified by the client.
- Coordinate all aspects of case management including assessment, case planning, case review and case closure.
- 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 and risk assessment and management panels.
- Develop and monitor appropriate client case plans ensuring that clients are actively engaged in the planning and decision making process.
- Participate on intake roster and provide advice, referral pathways and conduct comprehensive intake assessments for women and children accessing WHW's integrated family violence services programs.
- Support clients through court processes as required.
- Performance of other duties that are required that are within the range of the employee's skills, competency and training.

Contribute to the effective management and delivery of intensive case management services as specified in the WHW integrated family violence services plan and in accordance with DHHS standards and legislative obligations.

- In conjunction with the case management team leader and other staff, contribute to the development, implementation, monitoring and review of the integrated family violence services work plan in relation to intensive case management disability services.
- Actively monitor, in conjunction with the case management team leader, performance standards against DHHS requirements to ensure ongoing accreditation for the intensive case management 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 the DHHS and the WHW board.
- Contribute to program continuous quality assurance processes and programs.
- Provide written program status reports to the case management team leader where necessary or required.

Provide support and secondary consultation and to other 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 and external service providers related to assessing and responding to the needs of women and children experience family violence to ensure maximum collaboration and enhanced referral pathways.
- Work collaboratively with AOD, mental health, disability and corrections services and other community agencies to enhance outcomes for women with multiple and complex needs.

- Work collaboratively with Elizabeth Morgan House and other Aboriginal and Torres Strait Islander organisations to enhance outcomes for Indigenous Australian women with multiple and complex needs.
- Actively promote WHW and our programs with our community partners to ensure maximum collaboration that supports positive outcomes for clients.
- Provide supervision to students from time to time where agreed in an annual work plan.

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 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 counselling and case management manager)
- Participate in ten regular group supervision reflective practice sessions per year.
- Participate in regular external supervision on a *pro rata* basis.
- Undertake identified training and professional development activities to support practice and skills development.
- Participate in the delivery of community education sessions to external agencies as negotiated, in collaboration with other staff.
- Participate in training and prepare reports for the counselling and case management manager and team meetings.
- 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 intensive case management team, 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 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. Substantial direct service delivery experience including the provision of crisis support and intensive case management for women and their children experiencing family violence and/or trauma, including those from diverse communities. Experience working with women with a disability is highly desirable.
3. A demonstrated understanding of legislation, theory and practice as it relates to the provision of family violence services to women and children, including those with a disability.
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 internal and external working 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. 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 specific queries about this position please contact the Case Management Team Leader on 9689 9588.

To apply for this position, please send your written application addressing 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