**Position Description:**

**Case Manager – Refuge**

1. General Information

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| **Position title:** | Case Manager –Refuge |
| **Department:** | Service Delivery |
| **Position Reports to:** | Team Leader Service Delivery |
| **Classification:** | SCHADS Level 5Plus 9.5% superannuation and access to salary packaging |
| **Job status:** | Full time |
| **Location:** | Safe Futures Croydon  |
| **Number of direct reports:** | Nil |
| **Probationary period:** | 6 months |
| **Key Relationships:** | Internal:CEO, General Manager Service Delivery, Team Leader Safe in the Community, Corporate Services Staff, Service Delivery Staff External:Referring agencies, Housing agencies, clients their families and advocates, community service organisations and partners including Safe Steps, Vic Police, regional organisations and key stakeholders. |

1. Overview of Safe Futures Foundation

Safe Futures Foundation (SFF) is a not for profit Specialist Family Violence Organisation that provides services to women and children to help them escape control, abuse and violence and rebuild their lives. We have been responding to family violence and changing people’s stories for over 40 years. Safe Futures has grown to be the largest provider of refuge and crisis accommodation in Victoria - which includes two core and cluster refuges, 15 crisis properties and nomination rights to approximately 35 Transitional Houses. We employ staff across 2 main sites in Melbourne’s Eastern suburbs and 1 site in the Western Melbourne Region. We are funded by the Department of Health and Human Services and the generous support of donors.

The Foundation supports women and children experiencing homelessness from family violence, providing refuge and crisis accommodation, risk assessment and case management support and outreach case management support to clients in transitional properties and/or private rental.

Our clients are referred to our service by Safe Steps and other sector partners.

Safe Futures foundation is committed to promoting and protecting the safety and wellbeing of all people involved in our programs and services, including all children and young people. Safe Futures Foundation is committed to the principles of cultural safety and inclusion of all individuals from diverse backgrounds and to the safety and inclusion of individuals with a disability

**Our Vision**

We strive to create a safe future where people are free from family violence.

**Our Model**

The Safe Futures model is premised on a “wrap around” process of service delivery. Safe Futures provides intensive, holistic and individualised care planning and case management. Wrap around plans aim to develop problem solving and coping skills and self-efficacy of Family Violence Survivors. Safe Futures wraparound philosophy of care begins with the principle of “voice and choice” where self-determination and the perspective and views of the family, including that of the child or young person must be given primary importance during all phases of service delivery. The wrap around approach places the individual and family at the centre and builds a support team around them to drive change. A strength-based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of Family Violence. Services are individualised, flexible, community based and culturally competent.

1. The Role

Working as part of a dynamic team the Case Manager – Refuge at SFF has the primary responsibility to manage and deliver services for women and children who are experiencing family violence and are accessing Safe Futures Foundation crisis accommodation and refuge. Additionally, you will respond to referrals and co-ordinate the intake of women and children into Safe Futures Foundation 24-hour emergency crisis accommodation and provide intensive crisis case support.

The Case Manager is required to complete intake and risk assessments using the MARAM (Multiple Agency Risk Assessment and Management Framework), develop safety and support plans and provide crisis case support for women and children.

The role includes the provision of advocacy and support for women and children linking to community-based services including health, mental health, legal, financial, counselling, access to material aid and court support to meet immediate needs. You will develop working relationships with key agencies including DHHS child protection to ensure the safety of the children using the best interests framework. The role will require having input into establishing and reviewing workplace procedures and practice and reviewing the efficacy and responsiveness of the intake service.

The case manager will provide support to students, support workers and casual/agency staff when required.

1. Key Accountabilities

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| **Leadership*** Coordinate and facilitate team meetings
* Provide expert advice to employees classified at lower levels and/or volunteers
* Exercise judgement and initiative where procedures are not clearly defined
* Develop, plan and supervise the implementation of educational and/or developmental programs for clients
* Provide reports on progress of program activities including recommendations
* Exercise a high level of interpersonal skill in dealing with the public and other organisations
* Establish priorities and monitor workflow in areas of responsibility

**General Duties*** Undertake comprehensive family violence risk assessments and safety planning to meet immediate needs for safety of women and children experiencing family violence
* Provision of high-quality case support work for complex needs, including the co-ordination of community and specialist supports, exit planning and case closure
* Undertake comprehensive support needs assessments
* Assist clients in the transition to community housing
* Work in partnership with clients to develop and regularly review individual case and safety plans. Clients are actively engaged in all decision making and planning processes
* Provide secondary consultations, advocacy, information and support to access relevant family violence and other services, including: Victoria Police, Child Protection, Legal Services and Court Orders, disability, CALD and aboriginal services, financial services, personal security, housing support, mental health, drug and alcohol, early intervention and family services, counselling, education and child care to improve service responses and supports for clients
* Adhering to DHHS Standards by maintaining adequate data file records, with accuracy, using an electronic platform, the SHIP data base and within the time frames required.
* Communicate sensitively and appropriately with women from CALD and aboriginal backgrounds or with a disability and ensure the service provision is culturally sensitive and align with Safe Futures Foundation strategic plan
* Preparation of reports and other written documentation such as minutes, funding applications and correspondence meeting professional standards
* Participate on a regular basis in the on-call roster
* Participate in the afterhours Emergency and Intake Response Service and on-call roster if required.
* To work in the role within an office environment, offering outreach support and in co-location settings
 | **Measures/KPIs to be achieved*** Contribute to meeting client targets agreed client case ratio
* SHIP note entries and supporting documents are up to date.
* Intake documents uploaded to SHIP
* SHIP status updates to be completed by the 5th of each month
* Case plan and assessments to be completed in accordance with practice guidelines
* Work directly with women and children, assisting them to identify needs and strengths and where appropriate, to function as an advocate
* Monitor and review plans:
* Risk Assessment
* Safety Plan
* Case Plan
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| **Program Development*** Liaise and develop effective working relationships with partner agencies and key stake holders providing services and supports to women experiencing family violence and homelessness including Vic police, legal, housing, drug and alcohol, mental health, child protection and other specialist services
* Provide input into the development of procedures and guidelines to improve effectiveness of service delivery and contribute towards ongoing program development
* Participate and contribute to organisational change process
 | **Measures/KPIs to be achieved*** Participate in all of staff meetings and planning days
* Contribute to implementation of strategic plan
* Participate in all of staff professional development
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| **Team Work and Communication*** Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures
* Communicate with all staff and work with them to meet organisational objectives consistent with the values of Safe Futures Foundation
* Share knowledge and resources across staff team
* Assist and support team members to achieve client outcomes when necessary
* Reflect and analyse complex situations with staff team for workable solutions and options
 | * Participate in team meetings and supervision
* Participate in client reviews, handover and reflective practice
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| **Occupational Health and Safety*** Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including Tickit entry) and actively participate in hazard elimination where required
* Assistance in the maintenance of a clean, hazard free work environment
* Follow workplace procedures for accident/incident reporting
* Maintain clear and appropriate personal and professional boundaries with colleagues, clients and stakeholders
* Ensuring financial accountability requirements are adhered to
* Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors
* Practice in accordance with child safety standards and reportable conduct guidelines
 | * 100% completion of mandatory competencies
* Risks identified, documented and managed
* Major and non-major client incidents reported in accordance with DHHS client incident management guidelines
* All OH&S risk and injuries to be reported on the risk register, TICKIT

Participation in OH&S meetings |
| **Information Management*** Adhere to relevant record management systems and comply with relevant Privacy Legislation
* Ensure record keeping is in line with quality, auditing and accreditation standards
* Case notes, case plans, assessments/handover notes to be completed according to Safe Futures Foundation case practice guidelines
 | * Evidence of and records are kept and maintained up to date at all times
* Documents for handover are completed daily
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| **Other Duties*** Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers.
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**Pre-Existing Injury**

* Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position

**Immunisation**

* Consider appropriate levels of immunisation in accordance with Safe Futures Foundation workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors.

**Mandatory**

* Police check
* Working with Children’s Check
* Victorian Drivers Licence

**Other Information**

All staff and volunteers must abide by a Code of Conduct

1. Key Selection Criteria/ Position Requirements

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| **Qualifications** | **Essential*** A tertiary qualification in Social work, Psychology or Social and Community Services or related discipline

**Desirable*** Experience working in the Family Violence sector.
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| **Previous Experience** | **Essential*** An understanding of relevant theories and practice frameworks that relate to Family Violence, therapeutic interventions, case management and support services
* Case Management Experience with particular skills in responding to mental health, disability or Alcohol and Drug issues

**Desirable*** Experience in delivery of responding to women and children experiencing Family Violence
* Knowledge of the Multiple Agency Risk Assessment and Management (MARAM) framework
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| **Required Knowledge and Skills** | **Essential*** Highly developed organisational skills and ability to prioritise competing demands
* Excellent communication skills
* Demonstrated knowledge, experience and skills in, intake and assessment, case planning in relation to family violence, service provision, safety planning, managing a case load and client advocacy
* Problem solving capabilities evidenced by seeking relevant information, liaising with stakeholders, analysing issues, seeking different perspectives, identifying and progressing workable solutions, and implements and evaluates outcomes.
* Able to take on a leadership/support role with less experienced staff
* Able to establish effective working relationships with partner agencies and key stakeholders providing services to women experiencing family violence and homelessness
* Incorporate a strength based and trauma informed practice approach, and work from a feminist perspective

**Desirable*** Proven ability to function both independently and as part of a team
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| **Personal Attributes & Values** | * Team player
* Strong communicator
* Self manages and able to identify self-care strategies to reduce stress and manage vicarious trauma
* Seeks guidance and support from manager when required or where high risk identified
* Self-motivated to seek out information, supports and resources
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**Employee Position Declaration**

I have read and understood the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

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| **Employee Signature:** |  |
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| **Print Name:** |  |
| **Date:** |  |  |