

Position Title:	Specialist Children's Case Manager
Location:	High Security Refuge
Reports To:	Refuge Co-ordinator
Hours of Duty:	As per Employment Agreement Part Time – Up to 38 hours per week
Duration:	Initial 12-month contract Employment is dependent upon ongoing funding
Salary Classification:	SCHADS Crisis Accommodation Level 2-3
Exemption:	EMHAWS has an exemption under section 28 of the <i>Equal Opportunity Act 2010</i> to employ women only for women's services programs

About Us
<p>Elizabeth Morgan House Aboriginal Women's Service Inc. (EMHAWS) is a specialist family violence organisation based in Melbourne. We are proudly an Aboriginal Community Controlled Organisation and have been in operation since 1976. EMHAWS takes direction and works consultatively with the community in all aspects of our services. Central to our work and business is the aim to provide advocacy and support for the empowerment of Aboriginal women, children, young people and the wider community.</p> <p>The range of services we provide includes:</p> <ul style="list-style-type: none"> • Crisis accommodation including a high security refuge for women experiencing family violence • Culturally appropriate case management support to navigate the community services sector • Tenancy advocacy and support • Counselling <p>EMHAWS is committed to an inclusive workplace. We value and respect diversity, and do not discriminate on the basis of race, sex, gender identity, sexuality, ethnicity, age, disability, religion or politics. We are committed to embedding gender equality, diversity and inclusion throughout our organisational policies and practices, including recruitment and selection.</p>

Position Objective/Overview
<p>The Specialist Children's Case Manager will deliver culturally appropriate, intensive case management to women, young people and children who access EMH's services. The role requires supporting mothers or caregivers and their children who have experienced Family Violence and Homelessness and are residing in crisis and transitional housing facilities. The role is responsible for continuing case management support after the child and/or young person exits the EMH Refuge, if deemed appropriate.</p> <p>Support services will be delivered with a focus on strengths-based outcomes and the Multi Agency Risk Assessment and Management Framework (MARAM). The role provides client centred casework,</p>

using individual, mothers/caregivers and child and whole of family approaches to attain safety, stability and positive long-term outcomes.

The role is responsible for ensuring the voice and support needs of Aboriginal children and young people entering crisis accommodation is heard throughout the family violence system by providing practice support and advocacy.

Work will be undertaken in a variety of environments including crisis accommodation facility, outreach to transitional properties, and outreach to co-locations and community service settings.

Duties and Responsibilities

Leadership	<ul style="list-style-type: none"> • Support Refuge and wider EMHAWS staff to ensure that organisational practices adhere to Child Safe Standards. • Take a 'continuous improvement' approach to identify areas of improvement and work with EMHAWS Management to implement best practice across the organisation. • Ensure administrative functions are completed accurately and on time, including meeting internal and external data collection and reporting requirements. • Contribute to team morale and encourage a positive team building approach to service delivery. • Work with the Refuge Coordinator to ensure the EMHAWS Refuge environment is trauma-informed, culturally-safe and child-friendly.
Service Delivery	<ul style="list-style-type: none"> • Work collaboratively with the Refuge Case Managers to provide an integrated, culturally appropriate case management response to mothers/caregivers and children accommodated in the EMH Refuge, including: <ul style="list-style-type: none"> ○ Initial risk assessment and ongoing management of risk ○ Development and actioning of high-quality case plans ○ Referrals to appropriate external services to ensure a realistic long-term accommodation and support plan is in place prior to mother/caregivers and children exiting the service • Complete high-quality risk assessments and thorough safety plans for Aboriginal children and young people as required • Develop and maintain an open, engaging, and professional relationship with mothers/caregivers of children and young people accessing EMH services. • Work with mothers/caregivers to determine options, identify relevant services pathways and advocate for required support responses from the service system • Liaise, communicate and act in an advocacy role with a range of agencies on behalf of mother/caregivers, to optimise access to support services and attain positive short and long-term outcomes for both mothers/caregivers and children/young people. • Promote positive and effective relationships between the family and support services, ensuring the child's voice is heard in decision making. • Ensure children and young people are connected to culturally appropriate and developmentally appropriate educational support • Develop and provide children and young people with age appropriate information about their rights and responsibilities as a client of EMH. • Develop and provide age-appropriate welcome packs to new children and/or young people entering EMH Refuge



	<ul style="list-style-type: none">• Develop culturally appropriate activities for children and young people to be delivered by the EMH Refuge Team in a flexible, age appropriate and safe manner, including during week nights, weekends and during school holidays.• Assist in the development and implementation of new projects or initiatives relevant to supporting children and young people who have experienced family violence.
EMHAWS Team Participation	<ul style="list-style-type: none">• Participate in regular supervision, review, and individual planning, including the identification of training needs, provided by the Refuge Co-ordinator• Participate and operate effectively within the EMHAWS team environment, including attending and contributing to EMHAWS internal meetings and events• Develop collaborative, supportive, and constructive relationships with the wider EMHAWS team.• Represent EMHAWS at external events as requested.
Networks	<ul style="list-style-type: none">• Identify and establish effective working relationships with partner agencies providing services and support to children and young people who have experienced family violence• Build upon already established relationships with local schools and child care providers• Maintain positive working relationships and referral pathways outlined in organisational agreements and partnerships• Represent EMHAWS at sector networks and forums as required and requested by EMHAWS management team.• Participate in secondary consultations and advice to other professionals and agencies as required.
Administration	<ul style="list-style-type: none">• Complete, in an accurate and timely manner, all necessary administrative tasks• Maintain accurate records• Ensure case files for all residents are maintained accurately and updated in a timely manner. Adhere to EMH and DHHS requirements of document management and processes.• Contribute to a high standard of hygiene in the Refuge office, sleepover unit, communal area, and resident units• Submit activity reporting to EMHAWS Management team on a monthly basis, or as requested• Participate and contribute in OH&S activities to ensure a safe work environment• Perform other duties related to EMHAWS daily operations as requested by EMHAWS management
General	<ul style="list-style-type: none">• Competent literacy and numeracy skills• Ability to work with minimal direction and supervision• Excellent time management skills• Enthusiasm, energy, and strong interpersonal skills• Lateral thinking and problem solving ability
Other	<ul style="list-style-type: none">• Complete other duties as required or requested by EMHAWS management team• Support other team members within the wider EMHAWS environment and required or requested



Key Selection Criteria

1. Demonstrated experience and expertise in the provision of case management, preferably within the Aboriginal community and/or family violence.
2. Demonstrated experience working with Aboriginal children and young people.
3. Demonstrated understanding of Child Protection, and an ability to respond appropriately.
4. Demonstrated understanding of child development and trauma, and the impact of family violence and homelessness on infants, children, and young people
5. An understanding of MARAM and Information Sharing within the family violence sector.
6. Previous experience working with children/young people in a residential setting.
7. Excellent communication and interpersonal skills
8. Well developed organisational skills, including report writing and record keeping.
9. Previous experience in working in the family violence sector or broader experience across the community services sector
10. Knowledge of Aboriginal culture and history, with the ability to apply this in a contemporary setting. Demonstrated connection to Community desirable.

Qualifications

1. Minimum requirement of Diploma of Community Services, or other relevant qualifications and experience relevant to this position

Conditions of Employment

- Current Working with Children's Check (Full)
- Current Victorian Police Check
- Current Victorian Driver's License
- The successful applicant is expected to comply with the policies of EMHAWs
- This position is subject to annual review

Acknowledgement

Please sign and date to acknowledge you have read and understood this position description

Employee Name:		Date:	
Line Manager Name:		Date:	

Version control

Version Approved by CEO	25/01/2021
-------------------------	------------