**Position Description:**

**Senior Case Manager - Maroondah**

1. General Information

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| ***Position title:*** | Senior Case Manager – Maroondah |
| ***Department:*** | Client Services |
| ***Position Reports to:*** | Site Manager - Maroondah |
| ***Classification:*** | SCHADS Level 6  Plus 9.5% superannuation and access to salary packaging |
| ***Job status:*** | Permanent |
| ***Location:*** | Maroondah/Knox |
| ***Probation*** | 6 Months |
| ***Direct Reports*** | Up to 10 |
| ***Legislative Compliance*** | Valid Working with Children’s & National Police Check Required |
| ***Key Relationships:*** | Internal:  CEO, Chief Operating Officer, Service Delivery, Corporate Services Staff, Service Delivery Staff  External:  Referring agencies, peak bodies, 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 is a not-for-profit Specialist Family Violence Organisation that provides refuge/crisis accommodation to women and children escaping family violence. 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/crisis accommodation in Victoria - which includes three core and cluster refuges, 15 crisis properties and nomination rights to 35 Transitional Houses.

Our clients are predominantly referred to us from Safe Steps.

Safe Futures foundation is committed to promoting and protecting the safety and wellbeing of all people involved in our programs, including all children and young people. We have at least one specialist Children and Young Persons case manager at each refuge site.

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.

1. Our Vision

For people escaping family violence to live safe and free.

1. Our Model

The Safe Futures model is premised on a “wrap around “process of service delivery. Safe Futures assesses and monitors family violence risk and provides intensive, holistic and individualised care planning and case management and works alongside with survivors of family violence to develop plans to support problem solving, coping skills and self-efficacy. Safe exiting planning is essential to our service as our clients are with us for an average of six weeks.

Safe Futures 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. The wrap around approach places the individual and family at the centre and builds a support team around them to drive change, in conjunction with our partner agencies.

A strength-based approach is utilised 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

The Senior Case Manager has responsibility for leading the day to day operations of the Refuge and Case Management and outreach programs as well as being involved in and establishing operational procedures. This includes the design and implementation of the service and ensuring the best interest framework is executed in a manner that supports the overall objectives of Safe Futures Foundation. The role is expected to meet a range of outcomes and deliverables which align with the Safe Futures Strategic Plan, and assist the organisation to achieve its business goals and build a strong and sustainable organisation.

The Senior Case Manager is responsible for the delivery of case management support to women and their children in crisis and transitional accommodation experiencing family and domestic violence, including management of referrals, risk assessment, safety plans, comprehensive needs assessments, case plans, exit plans, advocacy and referral to other relevant services. Further, the Senior Case Manager will oversee the response to intake and referral service and provision of emergency accommodation services and after-hours support.

The Senior Case Manager has responsibility to ensure that support to woman and their children experiencing Family Violence is delivered within a feminist framework.

1. Key Accountabilities

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| ***Team Leadership***   * Support staff to deliver family violence services through best practice * Communicate and educate staff and external stakeholders regarding Safe Futures programs, policy and procedures * Promote an environment that empowers and motivates staff to achieve organisational and service delivery goals * Contribute to future development through monitoring day to day operational needs and be involved in service delivery development. * Ensure legislative compliance in relation to service delivery and support staff in meeting service targets * Ability to adapt well to change, and be able to manage workplace pressure appropriately * Provision of daily complex staff case management support and regular individual staff supervision * Lead the decision-making process as required on complex cases * Coordinate 24 hour intake and referral functions and the management of emergency and accommodation response services, including after hours. * Liaising and coordinating with property management services to ensure units are ready for occupancy * Ensure vacancies are recorded in the vacancy register * Ensure high quality and comprehensive risk assessments, safety plans, needs assessments and case plans are undertaken for women and children accessing emergency accommodation. * Provide leadership and support to case management staff, ensure that they receive appropriate supervision and professional training and development opportunities * Develop and implement operational procedures as required * Be available for after-hours support when required * Monitor service delivery outcomes | ***Measures/KPIs to be achieved***   * Achievement of DHHS targets * Minutes for meetings available within agreed timelines and actions completed * Compliance with program guidelines * Staff and client feedback reviewed to improve service delivery and client outcomes * Audits (internal and external) demonstrate compliance with service delivery policy and procedures and standards * Achievement of Key Performance Indicators * Use of Housing Establishment Funds (HEF) and client brokerage funds according to DHHS and Safe Futures guidelines. * Contributes to a strong engagement culture as evidenced by engagement surveys, retention and turnover rates * Maintains a cohesive workplace * Evidence of regular staff supervision, staff appraisals and identification of professional development goals * Ensure services are appropriately resourced * Referral numbers are reviewed regularly and steps taken to ensure equity of access |
| ***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 * Lead and facilitate regular team meetings * Participate in and contribute all staff’ meetings and managers meetings * Ensure effective staff orientation for new case management staff so that they have the necessary information to effectively and safely undertake their roles and responsibilities | * Maintains a cohesive workplace * Evidence of regular team meetings and communication * Staff operate within guidelines for the provision of outreach support |
| ***Financial Accountabilities***   * Provide timely, accurate expenditure requests and receipts to meet all reporting and accountability requirements. * Assist staff to source financial assistance for clients as required, eg. via Flexible Support Packages | * Staff are aware of financial delegations * Clients access Flexible Support Packages and other funding options |
| ***Information Management***   * Adhere to relevant record management systems and comply with relevant Privacy Legislation * Ensure Safe Futures staff maintain current and accurate computer records on SHIP * Ensure record keeping is in line with quality and accreditation standards | * Audit process reveals staff compliance with ISO and DHHS accreditation standards |
| ***Continuous Quality Improvement and Risk Management***   * Review client focused and administrative systems in order to improve efficiency and effectiveness. * Consult immediately with the General Manager regarding major and non major category incidents as per critical incident management guidelines * Ensure that service delivery staff meets minimum standards in line with ISO standards and the Department of Health and Human Services Standards * Demonstrated commitment to quality and promote evaluation/reflection and continuous improvement in all areas * Promote the maintenance of a safe, secure and clean environment * Deliver efficient and high quality services in line with best practice * Facilitates the identification of risks to staff, client and visitors and ensures appropriate corrective action is implemented | * Risks identified, documented and managed * Implement and adhere to SF OH&S policies, protocols and safe work procedures * 100% compliance with DHHS incident reporting guidelines * Ensure all hazard’s, incidents and injuries are investigated and corrective actions implemented within the agreed timeframes * Compliments to complaints ratios * Participates in internal supervision process * All major and non major Incident reports are completed meeting DHHS standards and guidelines |
| ***Human Resource Management***   * Participate in staff recruitment, interviewing of potential staff, staff orientation, and staff development * Ensure staff performance management is undertaken and staff appraisals are completed annually * Ensure that staff working hours, leave entitlements, Time in Lieu and participation in the on-call/recall roster is managed within organisational policy and budget * Participate positively to the organisational culture and values through effective leadership | * Performance reviews are undertaken annually * No staff have more annual leave than the organisational policy stipulates * Health well being of staff is measured by sick leave uptake * Staff are performing to the required expectations of their role |
| ***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 and actively participate in hazard elimination where required * Be responsible for monitoring and improving the safety performance of their work area by investigating incidents, identifying hazards, initiating actions and participating in the resolution of safety issues * Assistance in the maintenance of a clean, hazard free work environment * Follow workplace procedure for accident/incident reporting * Ensure effective implementation of all OH&S Management system policies and procedures, ensuring staff have adequate training to perform their job safely and new employees are effectively inducted to minimise safety risks within their area. | * Risks identified, documented and managed * Tickit is up to date with all reported incidence |
| ***Other Duties***   * Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer. |  |

***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.

1. Key Selection Criteria/ Position Requirements

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| ***Qualifications*** | ***Essential***   * Bachelor level or above qualification in Social Work or related discipline * Relevant certification applicable to service delivery or case management |
| ***Previous Experience*** | ***Essential***   * Microsoft office skills eg. Word and excel * Previous experience leading a team in a complex environment * Demonstrated senior decision making skills * Demonstrated high level communication skills * Have previous experience leading a team delivering client services to women and children experiencing family violence or other case management services |
| ***Required Knowledge and Skills*** | ***Essential***   * A current Victorian Drivers Licence * Creates a culture of continuous learning and quality improvement * Skills in delivering excellence in client services * Ability to work collaboratively * Recognises and values the contribution of others * Self motivated * Previous team leader experience   ***Desirable***   * Strong communication and written skills and the capacity to negotiate and communicate with a range of professionals and individuals * A sound knowledge of the resources and services available in the community sector, with respect to family violence, crisis interventions, health, mental health, drug and alcohol, legal, income security, immigration policy, disability and education * Ability to work in a team environment with limited direction, with a high degree of responsibility and self management * Strong organisational and administrative skills, including oral and written skills * Commitment to the mission and values of Safe Futures Foundation * An awareness of the cultural and religious barriers faced by Indigenous, CALD and marginalized women when they experience family and domestic violence * Sensitivity to issues related to the provision of services in a community of high cultural and spiritual diversity * Knowledge of The Privacy Act * Knowledge of The Occupational Health and Safety Act |
| ***Personal Attributes & Values*** | * The ability to complete tasks accurately and efficiently * Sound organisational and time management skills. * A commitment to promoting Safe Futures Foundation programs and services * An awareness and commitment to confidentiality |

***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:*** |  |  |