



Emerge Women and Children's Support Network

Date of last amendment : 03/08/2021

Children's Case Worker

Reporting to the Refuge Team Leader, as the Children's Case Worker you are responsible for the overall management of the children engaged in the service in accordance with Emerge's principles and practices. You will collaboratively work with the team and contribute positively to create a safe and happy environment for children, their parent/guardian and each other, upholding a client centred focus. You will further provide support, advice and assistance to all clients of Emerge Women and Children's Support Network.

Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Children	Plan, implement and evaluate case management strategies for children including the development of individual case plans, safety plans and family work as allocated by the Refuge Team Leader or Manager Integrated Family Services: 1. Assess and induct children who have been referred to Emerge Women and Children's Support Network. 2. Provide telephone information, referral and support to women and their children who are experiencing/escaping domestic violence. 3. Facilitate support groups for children escaping family violence. 4. Provide each child with a case plan according to Emerge's defined format and guidelines. 5. Participate in the rostered on call service. 6. Provide secondary consultation to relevant community agencies and services.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
2	Community Awareness	Facilitate and advocate access to a wide range of information, services and resources that will enable resilience and independence in children: 1. Assist with raising awareness of domestic violence in the community through community development processes, participating and consulting with direct stakeholders and the broader community. 2. Provide community education through presentation and secondary consult to community groups and organisations using content developed in consultation with the Refuge Team Leader or Manager Integrated Family Services.	12 months
3	Organisational Support	Support and sustain Emerge’s organisational objectives: 1. Work within Emerge’s policies and procedures. 2. Uphold Emerge’s values in all relationships, measured by the quality of relationships with all internal and external stakeholders. 3. Adhere to set performance standards. 4. Meet Service Level Agreements. 5. Actively support fellow team members through cross skilling and internal relief for planned and unplanned absences. 6. Maintain relevant documentation, verbal and written reports and internal and external data collection as required including assessments, case notes, case plans, safety and crisis plans, Government data collection etc. 7. Work independently and as part of a team, including attending team meetings and other forums as required. 8. Assist with other duties as required by the Refuge Team Leader or Manager Integrated Family Services.	12 months
4	Specialist skills	1. Attend relevant meetings required to ensure your information and skills are in line with contemporary issues relevant to the sector. 2. Attend feedback and team relevant training, workshops, forums and information sessions to ensure a continual quality improvement and best practice framework is maintained. 3. Specialist industry skills to be maintained and kept current, demonstrated by the currency, accuracy and appropriateness of work performed in all areas noted in Key Tasks and Responsibilities. 4. Develop skills and increase opportunities for further training to complement the Specialised nature of the Emerge service framework	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
5	Effectiveness	<p>1. Act as a professional and capable representative of Emerge to internal and external clients, measured by the quality of relationships with all stakeholders through agency and client feedback</p> <p>2. Actively participate in internal supervision, professional development and peer support</p> <p>3. Demonstrate Emerge values in all business and professional relationships</p>	12 months
6	Continuous Improvement	<p>Ensure the success of Emerge Women and Children's Support Network by:</p> <p>1. Using your initiative to ensure that prescribed systems and processes are complied with.</p> <p>2. Seek opportunities to further develop and enhance the Emerge services framework that supports the organisation's innovative and progressive model.</p> <p>3. Noting and reporting any problems relating to the operation of Emerge.</p> <p>4. Recommending solutions to the Refuge Team Leader or Manager Integrated Family Services.</p> <p>5. Seeing through the implementation of these solutions where directed.</p>	12 months
7	Documentation, reporting and data collection	<p>1. Ensure that all documentation, written and verbal reports and data collection are carried out in accordance Emerge policies and procedures and industry standards.</p> <p>2. Seek assistance and clarification from Refuge Team Leader or Manager Integrated Family Services if required.</p>	12 months
8	Workplace Health and Safety	<p>Report workplace hazards to the supervisor as soon as possible after they occur. Report injury or illness arising from workplace activities using the Emerge incident/injury reporting system as soon as possible after incident.</p> <p>Before commencing work in a work area, a risk assessment should be conducted to identify, assess and control the hazards associated with the work. This should be conducted in conjunction with other relevant staff, and or your supervisor of manager.</p> <p>Work in accordance with the medication administration policy, work health and safety procedures and client rights policies including privacy and confidentiality. Ensure that all task is done in line with the policies and procedures.</p>	12 months
9	Confidentiality	<p>te locations are to be kept secure and confidential at all times. They are Medium security state-wide accommodation for women and women with children who have additional needs such as substance use and/or mental health issues so as such nominating the location is a breach of our confidentiality</p>	12 months

Other roles and responsibilities

- Actively contribute to meeting Emerge's strategic aims.
- Children of the service are provided with a strengths-based client centred approach to case management.
- Children of the service are provided with opportunities to receive appropriate services within specified timeframes.

Previous experience

Mandatory

- Excellent case management skills to include advocacy, assessment, development and implementation of tailored case plans.
- Experience working in a similar role with women and children who have been exposed to family violence, with an understanding of feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women.
- An ability to appropriately deal with pressure and maintain composure and effective communication when engaging with women and children in crisis.
- Ability to self-motivate and self-manage while working in a dynamic environment with good time management skills with a pro-active approach to timely follow up and completion of tasks.
- Ability to build and manage credible and productive internal and external working relationships, and effectively communicate professionally with a variety of behavioural and personality types.
- Excellent written communication skills including correct spelling grammar in emails and reports, including computer skills and the ability to use MS Office Suite, MS Outlook or equivalent.
- The right to work in Australia.

Desirable

- Experience in working with children adolescents who have experienced family violence.
- A thorough understanding of the child and family services sector and awareness for current Child Protection system (and process) and Child FIRST legislation in Victoria.
- A thorough understanding of the issues involved in working with women and children with diverse needs ie: CALD & Indigenous.
- Experience working in a residential and outreach setting.
- Familiar with the use of the Specialist Homelessness Information Platform (SHIP).



Education

Mandatory

Bachelor of Social Work or equivalent qualification that meets the mandatory minimum qualifications of Recommendation 209 of the Royal Commission into Family Violence , or a commitment to work towards meeting this standard within the required timeline.