

Position Title: Case Manager ROAR

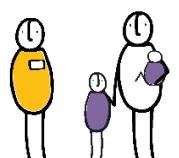
		Primary Directives of Role
Department:	Refuge Outreach Action Response (ROAR)	<p>As a Case Manager for our Refuge Outreach Action Response (ROAR) service, you will be responsible for delivering person centred, strength-based case management services within a Human Rights Framework. This includes work within a crisis refuge and outreach for women and children escaping domestic violence. The ability to participate in on-call roster is an essential requirement of the role.</p> <p>The position is required to work with clients to move forward with their life goals and to navigate the support system, overcome personal challenges and gain the skills and knowledge necessary to be able to maintain safe and long term accommodation. The position is required to support and provide an effective first response to all people contacting the ROAR service in line with DVSM’s values. This includes ensuring all people contacting the service are met with a positive social response and follow up of a high standard. The Case Manager also needs to implement the “No Wrong Door” policy and provide support to navigate the sector as directed by the person. They must work collaboratively within a team environment.</p>
Employment Type:	Full-time	Maximum Term
Level:	Level 4 SCHCADS Award	Department Overview
Location:	Doonside/Rooty Hill	Operating in Sydney’s Hills district and Blacktown LGAs and provides refuge accommodation for women with children escaping Domestic and Family Violence. Additionally, the service provides outreach support in the community to people who are escaping or experiencing Domestic and Family Violence and those who are experiencing homelessness or at risk of becoming homeless.
Direct reports:	Nil	
Reports To:	Service Lead – ROAR	

Domestic Violence NSW Service Management (DVSM) is a registered charity (ABN: 26-165-400-635) which aims to prevent and support recovery from domestic and family violence and homelessness.

Our vision is a world where women, families and communities live free from violence, have equal rights, opportunities, and the freedom to reach their potential.

Our purpose: Empowering clients to make positive, permanent changes that improve their safety and well-being.

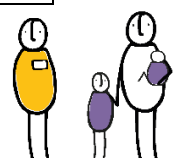
Our Values: A key part of working in this role is to demonstrate our values in day-to-day work. These values are:



Person Centred	Excellence	Respect	Integrity
We listen and embrace diversity to support people to achieve their self-defined goals.	We exceed expectations with our professionalism and evidence-based products, programs and services.	We remain open minded and non-judgmental.	We are ethical, transparent, and accountable.

Key Position Requirements

Key Accountabilities (what will you do?):			
Key Performance Indicators	Percentage of Time (%)	Major Activities	Performance Measures
Case Management Support to clients	60%	<ul style="list-style-type: none"> Provide a wraparound case management service to all outreach and refuge clients. Advocacy Support to families living in DVSM crisis accommodation. Goal Setting/ Developing Person Centered Case plans Conducting Outreach Participate in Rotating On-call Roster. Referrals to external services 	<ul style="list-style-type: none"> Work within a person centered and strength based practice. Work from a response-based practice to provide holistic support All clients are provided a positive social response to their queries and needs. Participation in on-call roster as scheduled. High level written, oral and interpersonal skills are displayed.
Administration	20%	<ul style="list-style-type: none"> Maintaining CIMS data entry portal Maintaining Internal Data Entry Spreadsheets Completing Support Letters Assisting in completing relevant applications No Wrong Door referrals Answering Intake calls and completing initial assessment Brokerage Requests Team Meetings/ Minute Taking Complete Wellbeing Wheel and CIMS monthly status updates. 	<ul style="list-style-type: none"> All information is entered accurately, timely and professionally onto CIMS. All calls and enquiries are to be answered and responded to within a timely, professional, and empathetic manner. High level written, oral and interpersonal skills are displayed.
Community Engagement	10%	<ul style="list-style-type: none"> Maintaining relationships with major stakeholders Attending relevant meetings where appropriate. 	<ul style="list-style-type: none"> Always demonstrate professional and ethical communications

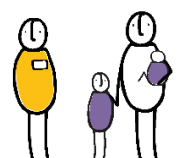


			when representing DVSM
Learning and Professional Development	10%	<ul style="list-style-type: none"> Engage in individual and group clinical supervision as stipulated. Engage in relevant and appropriate training opportunities to enhance professional growth. 	<ul style="list-style-type: none"> Actively engage in clinical supervision Actively engage in 1:1 with Service Lead Actively seek out learning and development opportunities

Decision Making Authority:		Position Challenges:	
This position must act within written policies, procedures, and handbook. The Service Lead must approve all decisions outside these parameters.		Working in a front-line service that provides Domestic and Family Violence support and information to women and children, support to access housing and referrals to Specialist Homelessness Service for ongoing support as needed.	
Tools required for this position:		Ability to participate on intake and on-call roster is an essential requirement for the role. The Case Manager works collaboratively within a team environment.	
Job-related Vehicle (Pool available)	Pool		
Company Credit Card	No		
Mobile Phone	Yes		
Laptop	Yes		
Other	N/A		

Key Responsibilities and tasks:
<ul style="list-style-type: none"> Work in alignment with DVSM values and principles. Provide comprehensive case management in alignment with DVSMs Practice Framework to an allocated case load of clients. Contribute to client services program objectives. Support the ROAR team in the WHS and maintenance of the refuges. Contribute to the design and continuous improvement of efficient service systems. Fulfil duties in the relevant Duties Matrix. Perform at the relevant level in the Community Services Capability Framework. Adhere to DVSM's Policies and Procedures. Undertake other duties within the scope of this role, as reasonably directed.

Key Communications	
Internal	External
<ul style="list-style-type: none"> Service Leads ROAR team members Wider DVSM Staff Outreach and Resident Clients 	<ul style="list-style-type: none"> Other SHS Providers Temporary Accommodation Providers Community Organisations DV Line Link 2 Home Department of Communities and Justice Centrelink Other relevant Domestic Violence and Homelessness Services



Selection Criteria (what are we looking for?):	
Qualifications/Experience	Attributes/Competencies
<p>To be female is a genuine requirement for the position under Section 31 of the Anti-Discrimination Act 1977.</p> <p>Current Driver's License is a requirement. A successful Working with Children Check (WWCC) and Federal Police check is required to be employed with DVSM.</p> <p>People who identify as Aboriginal and/or Torres Strait Islander are strongly encouraged to apply.</p>	<p>Essential</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications at minimum diploma level. • Demonstrated understanding of the impacts of domestic and family violence. • Demonstrated ability to use strengths-based case management approach. • Excellent organisational and administrative skills with attention to detail, efficiency and ownership • Demonstrated ability to be self-directing, plan and prioritise workload and show initiative. • Excellent verbal communications and interpersonal skills including competence to manage sensitive matters and materials. • Sound written communication skills, including knowledge of best practice in writing case notes. • Computer literacy skills to at least an intermediate level. • A confident, proactive 'can-do' attitude with willingness to multitask and self-manage competing priorities with proactive communication and flexibility to support the team. • Ability to be able to participate in an on-call roster • Current Driver's License. • Current First Aid certificate.
	<p>Skills</p>

Acceptance

Verification		
<p><i>This Position Description provides a comprehensive, but not exhaustive, outline of the key activities of the role. Employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document. This section verifies the incumbent and manager have read this Position Description and understand the work expectations.</i></p>		
Incumbent:	Name:	
	Signature:	
	Date:	
Manager:	Name:	
	Signature:	
	Date:	

