



POSITION DESCRIPTION

September 2017

Position	Family Violence Case Manager - Outreach
Program	Counselling and Case Management
Stream	Integrated Family Violence Services
Reports to	Team Leader – Case Management
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
EA 2017 Classification	Level 4
Located	Women's Health West, 317-319 Barkly Street, Footscray VIC 3011

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

WHW has a team of outreach case managers who work with women and children who are either experiencing an immediate family violence crisis or whose safety is at risk as a result of family violence. WHW case managers work with women to develop safety strategies and case plans that include housing, legal, health and other assistance to support their long-term safety. The outreach case manager reports to the case management team leader and is responsible for providing strengths based and client-focused case management support to women and their children experiencing family violence in the western metropolitan region. A primary focus of this position is to assess the immediate and ongoing risk of family violence to clients and work with them and other agencies to manage that risk. This is achieved through the provision of accessible intake services, undertaking comprehensive risk assessment, developing safety plans, case planning and review, and case closure. This position also provides court support and place-based service delivery to women experiencing family violence. The outreach case manager works closely with external services including Victoria Police, partner agencies and community services and plays a key role in developing the capacity of these services to respond to women experiencing or escaping from family violence. This position is expected to contribute to the development and achievement of team and organisation goals, and to

actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Result Areas and Responsibility

Provide short and medium-term case management support to women and their children experiencing family violence in the western metropolitan region in accordance with WHW policy and procedures.

- Respond to women accessing the service and accept and respond to referrals from external agencies.
- Undertake a comprehensive risk management assessment and develop safety plans in collaboration with clients.
- Refer women at high and extreme risk of family violence to the RAMP program and provide case management in consultation with RAMP Senior Case Managers where appropriate.
- Develop a client-focused case plan that outlines clear goals and timelines, ensuring clients are actively engaged in the planning and decision making process.
- Ensure all aspects of case management are coordinated, including case review and case closure.
- Provide case management support at various outpost locations according to agreements and Memorandum of Understandings between WHW and external agencies.
- Participate on the intake roster, responding to police referrals, telephone calls and the drop in service and conduct comprehensive intake assessments for women and their children.
- Participate on the court roster, supporting women to understand their rights and the court process when seeking interventions as well as conduct risk assessments and safety planning.
- Performance of reasonable duties that are required that are within the range of the employee's skills, competency and training.

Participate in the effective delivery of family violence outreach case management services by undertaking and completing administration, reporting and data collection in accordance with funding agreements, legislation or organisation policy and procedures

- In conjunction with the case management team leader, participate in the planning, implementation, monitoring and review of activities specified in the integrated family violence services work plan.
- Maintain accurate case files, assessment documentation and case notes in a manner that will meet all auditing requirements of WHW, DHHS standards and legislative obligations.
- Ensure client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.
- Ensure program data (SHIP) is collected to inform program planning and to meet data recording requirements of DHHS and the WHW board.
- Contribute to program continuous quality assurance processes and programs.
- Provide written program status reports to the case management team leader where necessary or required.

Provide support and secondary consultation and to other WHW integrated family violence services staff and external service providers to ensure maximum collaboration and enhanced referral pathways.

- Provide support and secondary consultation to other members of the integrated family violence services team and external service providers related to assessing and responding to the needs of women and their children experiencing family violence.
- Deliver community education and training sessions to external agencies.
- Work collaboratively with Elizabeth Morgan House and other Aboriginal and Torres Strait Islander organisations to enhance outcomes for Indigenous women.
- Work collaboratively with Victoria Police, magistrates' courts, McAuley Care, inTouch, Safe Steps and other community agencies to enhance outcomes for women and their children.
- Actively promote WHW and our programs with our community partners to ensure maximum collaboration that supports positive outcomes for clients.

Contribute to the development and achievement of team and organisation goals through regular supervision and participation in professional development activities.

- In collaboration with the case management team leader, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Participate in regular supervision and annual appraisal to discuss clients, workload and professional development (every two weeks or as agreed by the case management team leader).
- Participate in regular group supervision – reflective practice sessions.
- Participate in training and prepare reports for the counselling and case management manager and team meetings.
- Participate in induction processes and probationary reviews as required.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.
- Apply a thorough understanding of relevant theories, principles and concepts to solve problems and enhance teamwork and collaboration.

Contribute to processes that ensure collaboration and integration across and between WHW programs and service to achieve organisational goals and objectives.

- Actively participate in team, program, stream and staff meetings and planning days.
- Actively participate in cross team and cross-stream mechanisms designed to facilitate links within and between the case management team, the integrated family violence services stream and the whole organisation, ensuring that collaboration is embedded in all aspect of WHW's operations.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation plan and the feminist audit tool.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Selection Criteria

1. Tertiary qualifications in social work or related discipline and eligibility for AASW membership or other professional body.
2. Direct service delivery experience including the provision of crisis support and case management for women and their children experiencing family violence and/or trauma, including those from diverse communities.

3. An understanding of legislation, theory and practice as it relates to the provision of family violence services to women and children.
4. Commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
5. Ability to develop and maintain internal and external working relationships that foster partnership work and enhance professional and community networks that improve client and program outcomes.
6. Good written and verbal communication skills, including the ability to maintain client records and collect statistical data to inform agency reports.
7. Sound computer skills including use of data base applications.
8. Current Victorian driver's license.

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed **biennially** as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Aboriginal and Torres Strait Islander women and those who speak languages other than English are encouraged to apply.
2. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

FURTHER INFORMATION

If you have specific queries about this position please contact the Team Leader, Case Management on 9689 9588.

To apply for this position, please send your written application addressing the key selection criteria marked 'Confidential' to the address below. Please include three nominated referees, including your most recent line manager.

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au