

Central Coast Community Women's Health Centre Ltd.  
Position Description  
Domestic Family Violence Case Manager

<b>Employment Status</b>	Contracted Part-Time 13 hours per week (with confirmed funding for up to 4.5 years )
<b>Grade</b>	Level 5
<b>Salary</b>	Social Community Home Care and Disability Services Industry Award (SCHCADS) with entitlement to salary packaging.
<b>Reporting To</b>	Centre Coordinator
<b>Date Prepared</b>	20 January 2022

### About the Central Coast Community Women's Health Centre

The vision of the Central Coast Community Women's Health Centre (CCCWHC) is 'A feminist health centre of excellence enabling Central Coast women access to holistic health care'.

CCCWHC operates from a person-centred, trauma informed and feminist perspective which recognises and identifies ways in which women's wellbeing is specifically influenced and impacted by a broad range of social, cultural, economic and biological factors.

### Position Purpose

The role of the Case Manager is to undertake assessment, safety monitoring, planning, advocacy and linking women with other relevant and appropriate support services.

This position is funded under Communities for Children and the stipulation is that women seeking case management must have children aged 0 – 12 and live in the Wyong Shire.

The Case Manager will work alongside the Communities for Children-funded Counsellor/Group Facilitator, the Contracted Early Childcare Educator, and a Casual Early Childhood Educator. The position will work out of the Northern Women's Health Centre (Wyong) and will report to the Centre Coordinator. Additionally, the position is supported by the wider CCCWHC team including workers at the Wyoming Centre and the Peninsula Women's Health Centre, i.e., the CEO, Clinic Reception team, and Administration workers, Centre Coordinators, Intake, Generalist Counsellors/Group Facilitators, the General Practitioner and volunteers.

The position offers flexible days and the option of meeting women at the Centre or other safe and suitable locations in the greater Wyong Shire. No home visits.

You will have a University qualification in Social Work, Psychology, Welfare/Community Services or related degree with at least 2 years of work experience.

The Case Manager will have experience and training in domestic family violence and trauma informed practice. The Case Manager will demonstrate a commitment to a person centred approach; women's health; primary health care; holistic health practices and feminism.

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KEY TASKS	KEY PERFORMANCE INDICATORS
<b>Case Management</b>	
<ul style="list-style-type: none"> <li>• Provide short to medium term case management for women who have children aged 0 – 12, who live in the Wyong Shire, on issues of domestic and family violence</li> <li>• Work with the CCCWHC counsellors supporting women's needs as required</li> <li>• Undertake appropriate referrals in consultation with the woman and link her to these</li> <li>• Ability to develop and maintain community networks.</li> <li>• Safety planning</li> <li>• Child and Young Persons (Care and Protection) Act 1988</li> </ul>	<ul style="list-style-type: none"> <li>• Engage in short term case management with a minimum of 20 women per annum</li> <li>• Adhere to CCCWHC policy and procedures</li> <li>• Work with all CCCWHC counsellors who have clients with Domestic Family Violence and/or Sexual Assault issues who need case management</li> <li>• A good working knowledge of the Wyong Shire local services and organisations and their referral processes</li> <li>• Use of Safety Planning template with women who appear unsafe or who express safety issues.</li> </ul>
<b>Administration and Programming</b>	
<ul style="list-style-type: none"> <li>• Maintenance of client records, i.e. client files</li> <li>• Data collection - Input all data relevant to case management into the database according to set guidelines for both CCCWHC and Communities for Children</li> <li>• Input all evaluation results into electronic systems established for this purpose</li> <li>• Participate in Annual Planning and Review days, programming day, workers meetings, team meetings, and any other meetings deemed relevant to the organisation and the worker as determined by your line supervisor</li> <li>• Preparation of paperwork required for case management</li> </ul>	<ul style="list-style-type: none"> <li>• 100% of client records are maintained in accordance with legislative requirements and CCCWHC policy and procedure</li> <li>• 100% of data is entered into the database according to established procedures by the end of every month</li> <li>• All evaluation results are entered into the electronic database by the end of every month</li> <li>• Participate in annual planning</li> <li>• Participate in 80% of meetings</li> <li>• 100% of paperwork for case management prepared ahead of time and ready for the appropriate session</li> <li>• 100% of reports and correspondence actioned</li> </ul>

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<b>Professional Development</b>	
<ul style="list-style-type: none"> <li>Participate in clinical supervision, group supervision and line supervision</li> <li>Participate in training as determined by yourself, your line supervisor or manager</li> </ul>	<ul style="list-style-type: none"> <li>Attend 80% of monthly line supervision sessions over a year</li> <li>Attend 50% of monthly clinical supervision sessions over a year</li> <li>Attend 50% of group supervision over a year</li> <li>Attend 50% of peer supervision over a year</li> </ul>
<b>Continuous Quality Improvement</b>	
<ul style="list-style-type: none"> <li>Ensure quality processes are incorporated into all aspects of work</li> <li>Participate and comply with CCCWHC regular review processes and monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Quality improvement is incorporated into all work practices 100% of the time</li> <li>100% compliance with CCCWHC review</li> </ul>
<b>WHS</b>	
<ul style="list-style-type: none"> <li>Keep abreast of and comply with WHS requirements</li> <li>COVID policy and procedures as currently set out and as updated</li> <li>Actively participate in identifying hazards</li> <li>Follow CCCWHC WHS Policy and Procedure</li> <li>Follow Universal Infection Control Procedures and Disposal of sharps, contagions as outlined in the CCCWHC Policy and Procedures Manual and NSW Health Department guidelines</li> <li>Report all incidents to the Manager and in accordance with WHS guidelines and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Risk Management Policy read on an annual basis</li> <li>100% compliance with COVID procedures</li> <li>WHS requirements followed 100% of the time</li> <li>CCCWHC WHS policy and procedure followed 100% of the time</li> </ul>
<b>Policy and Procedure</b>	
<ul style="list-style-type: none"> <li>Read and understand CCCWHC Policy and Procedure</li> <li>Comply with policy and procedure at all times</li> <li>Participate in development and review of centre policies for case management service area and identify areas for improvement and development</li> </ul>	<ul style="list-style-type: none"> <li>100% of policies and procedures read on initial entry into the organisation</li> <li>Policy and procedure read on an annual rotating basis in accordance with established procedure</li> <li>100% participation in policy review</li> </ul>
<b>Confidentiality and Privacy</b>	
<ul style="list-style-type: none"> <li>Comply with confidentiality and privacy legislation, CCCWHC Confidentiality and Privacy Policy</li> </ul>	<ul style="list-style-type: none"> <li>Comply with legislation 100% of the time</li> <li>Comply with CCCWHC Policy 100% of the time</li> <li>Sign CCCWHC Code of Conduct and Confidentiality Agreement annually</li> </ul>

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EEO and Anti-Discrimination	
<ul style="list-style-type: none"><li>• Adhere to the principles of Equal Employment Opportunity and Anti-Discrimination work practices as outlined in the CCCWHC policy procedure</li><li>• All workers are to abide by the CCCWHC Code of Conduct and Ethics</li></ul>	<ul style="list-style-type: none"><li>• Apply to these principles at all times</li><li>• Abide by the Code of Conduct and Ethics at all times</li></ul>

**Special conditions for the Position:**

- Criminal Record Check
- Working with Children Check
- To support the accessibility of this role, must have own safe and reliable motor vehicle for self-transport
- Current driver's licence and provision annually of copy of comprehensive vehicle insurance
- Maintenance of CCCWHC Membership (\$30) or Friends (free)
- Signed Code of Conduct and Ethics Agreement annually
- It is a condition of employment for all employees to be fully vaccinated for COVID-19. Government issued proof of full vaccination is required prior to commencing employment.

**Selection Criteria**

**Essential Criteria**

- University qualification in Social Work, Psychology, Welfare/Community Services or related degree with at least 2 years of work experience providing trauma informed case management to women experiencing domestic family violence
- An understanding of a social model of health and how it applies to the provision of women's health within a feminist framework
- Demonstrated ability to advocate on behalf of women, undertake appropriate referral processes and provide relevant information
- Ability to develop and maintain community networks
- Ability to maintain client records according to legislative requirements
- Demonstrated ability to work as an effective member of a team
- Proven administration/computer/internet/email skills
- Completion of recognised Child Protection and Domestic Violence Training

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Expected behaviours and personal attributes

- Commitment to work within feminist principles
- Represent and promote the organisation in a positive manner at all times
- Ensure the best interests and good reputation of the organisation are paramount in all representations on behalf of the organisation
- Foster and maintain a positive team environment – work co-operatively with all staff as part of the team
- Undertake all duties in a diligent manner, with honesty and integrity
- Willingness to adjust hours to accommodate the needs of the job
- Willingness to work in the Wyong Shire community as well as the Northern Women's Health Centre
- Adhere to the principles of confidentiality at all times
- Work co-operatively and independently
- Commitment to ongoing professional development
- To display informed affinity with the ideas, aspirations and ethics of the organisation and to identify with its purpose
- Adhere to CCCWHC's smoke free environment policy
- Willingness to work under Workplace, Health and Safety guidelines and adhere to grievance procedures
- Commitment to equal employment opportunity principles with regard to all employment activities
- Maintain Membership or friends of CCCWHC as part of employment
- Maintain a current drivers licence and comprehensive motor vehicle insurance on any car used for CCCWHC business activities including driving to and from the workplace
- Provide a copy of drivers licence and motor vehicle insurance
- Willingness to undertake National Criminal Record and Working with Children Checks

