

POSITION DESCRIPTION

Position title	Clinical Case Manager
Position type	Full time
Location	Deakin ACT
Reporting relationship	The position reports directly to the Team Leader, Family Safety and Restorative Services
Position classification	The position is classified at Band D in accordance with the RACR Enterprise Agreement.
Reviewed on	July 2025

Relationships Australia Canberra & Region (RACR) honours Australia's First Peoples. We expect every member of staff agrees to work towards their own cultural awareness and fitness and participate in cultural training and discussions during their work with our organisation.

Position Summary:

Clinical Case Managers at RACR facilitate trauma-informed, person-centred support for people across the lifespan who have experienced Family, Domestic, or Sexualised Violence (FDVS), or other interpersonal or systemic trauma.

This position is an integral part of the Clinical & Community Programs model of care. Clinical Case Managers work across multiple programs to provide evidence-based support that is responsive to client needs. Support may include case management, risk assessment, psychoeducation, counselling, advocacy, and system navigation.

Clinical Case Managers may be allocated to particular program areas or client cohorts based on service needs, funding requirements, and staff experience or interest.

Duties

Under the direction of the Team Leader, the Clinical Case Manager position is responsible for:

- Providing trauma-informed support to individuals and families with complex lived experiences, including those impacted by childhood trauma, family, domestic, or sexualised violence (FDSV), or systemic harm.
- Supporting clients to safely share their lived experiences through clinical conversations. This can be in person, online, by phone, and in outreach or institutional settings (e.g. prisons).
- Assisting clients to navigate relevant systems and services, including but not limited to reparative and justice schemes, community supports, and legal supports.
- Conducting risk assessments, developing individualised safety plans, and providing crisis support when necessary.
- Facilitating access to internal and external supports, including therapeutic, legal, medical, housing, and community services, by providing warm referrals and coordinated care.
- Maintaining timely and accurate client records, case notes, and data using client management systems and other resources available to the team.
- Facilitating psychosocial education and/or therapeutic groups and develop content for group delivery.

- Contributing to service evaluation, reporting, and continuous improvement activities as required.
- Working towards, develops and maintains cultural awareness and fitness through participation in cultural training, discussions, and diversity initiatives.
- Demonstrating a commitment to the safety (including cultural safety) and the wellbeing of children and young people and support RACR's adherence to the National Principles for Child Safe Organisations by attending child safe training and demonstrating child safe principles in their work and interaction with others.
- Participating in the development, implementation and maintenance of a safe and healthy workplace and to take reasonable care to ensure own health and safety and health and safety of others.
- Performing other duties as requested, consistent with the classification of the position and in line with the principles of multi-skilling.

Selection Criteria:

Essential

1. Relevant experience and qualification in the field of Social Work, Psychology, Nursing, Occupational Therapy, Counselling or Social Science. Current registration/membership with at least one of the following: Australian Health Practitioners Regulation Agency (AHPRA); Australian Association for Social Workers (AASW); Psychotherapy and Counselling Federation of Australia (PACFA) and Level 2 or above Australian Counselling Association (ACA).
2. Demonstrated generalist counselling skills and experience supporting adults who have experienced FDSV, or other interpersonal or systemic trauma, including clients with co-occurring mental health presentations.
3. Demonstrated excellent verbal and written communication skills, with ability to effectively engage clients through video-call and telephone.
4. Demonstrated skills in developing and maintaining collaborative relationships with internal team members and external community stakeholders.
5. Demonstrated case management skills, including commitment to attention to detail with excellent analytical and problem-solving skills, and the skill to support clients through the case management journey.
6. Demonstrated experience working with diverse cultural communities and knowledge of issues facing Aboriginal and Torres Strait Islander peoples, people with a disability, culturally and linguistically diverse individuals and communities, and LGBTQIA+ communities.

Desirable

1. Knowledge of trauma recovery frameworks, and awareness of systems supporting people impacted by current or historical FDSV or institutional harm.

Special Requirements

- Capacity to work outside of normal business hours occasionally to support RACR services.
- Current Driver's Licence, or capacity to travel independently to outreach locations within ACT.
- Must provide current proof of registration for the NSW Working with Children Check or ACT Working with Vulnerable Persons card.
- Commitment to mission and values of Relationships Australia Canberra & Region.
- Understand and embed restorative principles in their work and interaction with others.
- Prepared to undertake a police check.

Overview of Programs:

Clinical Case Managers may be allocated to particular program areas or client cohorts based on service needs, funding requirements, and staff experience or interest. The programs Clinical Case Managers may be allocated to at RACR are:

Find & Connect Support Services – Clinical Case Managers support Forgotten Australians, Care Leavers, and Child Migrants to

- Search for personal records that may uncover history, trace family, and reclaim identity.
- Guide reconnection with families, where possible, and rebuilding relationships.
- Connect with other services and support networks.
- Identify strategies that promote recovery from grief and trauma.

Forced Adoption Support Services – Clinical Case Managers support people who have been impacted by historical forced adoption policies and practices. Support may include, but is not limited to, record search, family tracing, counselling, group support.

Men's Behaviour Change Program – Clinical Case Managers support men accessing the MBC program to address barriers to participating in group sessions. This may include warm referrals to community or legal services, risk assessments, safety planning, and counselling support. Clinical Case Managers also support family members who have been impacted by the violence used by men accessing the MBC program. This will always be a Clinical Case Manager who is not involved in supporting the men accessing the program. Support provided to family members may include psychosocial education about FDSV and the MBC program, ongoing risk assessment and safety planning, brief counselling support, and referrals to other specialised supports.

Redress Support Services – Clinical Case Managers support people who have been impacted by child sexual violence while in the care of an institution. Support may include providing information about the National Redress Scheme and other options so clients can make an informed decision about whether they would like to make an application to the NRS, assistance with writing an application, brief counselling and therapeutic support to promote safety, coordination with the NRS and knowmore to support the application process, support to access a Direct Personal Response (DPR) and post-Redress counselling.

Safer Pathway Network – Clinical Case Managers support men who have been referred by NSW Police following a recent incident of FDSV where they were identified as the victim. Support may include risk assessment, safety planning, representation at the local Safety Action Meeting, brief counselling support, psychosocial education, advocacy and referrals.

Senior Relationship Services – Clinical Case Managers support older people who have been identified as experiencing or as at risk of experiencing abuse or neglect. Support may include family conferencing, risk assessment, individualised safety planning, brief counselling, psychosocial education about FDSV including intergenerational impacts, coordination with external FDSV services to increase safety, collaboration with internal teams to access mediation, or counselling.

Specialised Family Violence Services – Clinical Case Managers support people who have been referred by a RACR counsellor for more practical support. Clients will have a lived experience of FDSV or may have used FDSV in their relationship/s. Support may include, but is not limited to, risk assessment, individualised safety planning, brief counselling, psychosocial education about FDSV, coordination with external FDSV services to increase safety, collaboration with internal teams to access mediation, or counselling.