

Position Description

Position Title:	Family Violence Case Manager
Department:	Domestic and Family Violence Program
EBA / Award:	Community Health Centre Stand Alone Services Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Level 4 or 5, depending on experience
Employment conditions:	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input type="checkbox"/> Vaccination Category C
This role is an identified role under the MARAM Framework:	<input type="checkbox"/> Tier 0 (Foundation) <input checked="" type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3 <input type="checkbox"/> Tier 4
Location:	Wodonga or Wangaratta Outreach and occasional travel to other sites may be required
Reports to:	Team Leader Domestic and Family Violence
Direct Reports:	Nil
Budget Responsibilities:	Nil

Program Information

Domestic and Family Violence services at Gateway Health aim to keep victim survivors, vulnerable children, and families safe, whilst supporting them to recover and thrive. Concurrently, domestic and family violence services collaborate with the service system to ensure that perpetrators are in view, held accountable, and supported to change their behaviours. Clinicians apply intersectional feminist principles in providing support and other interventions that are client-centred, strengths-based, high quality. Services are delivered in ways that contribute to broader efforts in prevention, early intervention, crisis response, and recovery.

Purpose of the Role

The purpose of the Family Violence Case Manager is to provide professional and confidential case management to women who have experienced or are experiencing family violence. This is accomplished by applying extensive knowledge of local services, pathways, processes, and resources to promote safety and stability towards long-term safety, recovery, and wellbeing. The Family Violence Case Manager applies feminist principles and deep understanding of the gendered nature of family violence into a client-centred approach, works with clients' strengths, and draws upon a robust array of clinical practice models, skills, techniques, and modalities.

Scope of Practice / Professional Standards

Scope of practice delineates the extent of an individual practitioner's clinical practice based on the individual's credentials, competence, performance and professional suitability. Gateway Health requires all employees to work within the defined scope of practice for their specific role and in line with their appropriate professional standards or scope of practice outlined by the relevant professional registration body (i.e. AHPRA, SPA, DA, AASW).

The scope of practice for this position is governed by the Family Violence Protection Act 2008, the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework.

Liases with Internally

Gateway Health staff, including:

- Business Services
- Men's Behaviour Change (Case Management and Group) services

- Program Managers, Team Leaders and Clinical Leads
- Orange Door Practice Leaders, Team Leaders, and Hub Practitioners
- Other Gateway Health teams/programs as required
- Practitioners from other agencies participating in The Orange Door access network/catchment area of Ovens Murray

Liases with Externally

This position may be expected to liaise with, though not limited to the following:

- Sector-relevant service delivery agencies
- Partner organisations including but not limited to:
 - The Orange Door and other family violence services
 - Victoria and NSW Police Forces
 - Community health services
 - Public health services
 - Government and other statutory agencies, such as Housing and Child Protection
 - Education and training providers
- This position is also expected to liaise with inter-agency networks such as but not limited to:
 - VIC Risk Assessment and Management Panel (RAMP)
 - NSW Safety Action Meeting (SAM)

Key Responsibilities and Accountabilities

Role Specific Duties

- Provide case management services to allocated clients using a strengths-based and recovery-focused approach to achieve intended service outcomes, increase the safety of victim-survivors, and support their recovery from the impacts of family violence.
- Under the guidance of the Domestic and Family Violence team, co-facilitate sessions of WINGS Group (or similar group-based interventions) when required.
- Engage victim-survivors in family safety contact when required to assess and manage family violence risk, undertake safety planning, provide support, and maintain visibility of perpetrator behaviours.
- Fulfil comprehensive risk assessment and management responsibilities (i.e. Tier 1) under the Family Violence Multi-Agency Risk Assessment and Management (MARAM) legislation.
- Respond to and report on clinical incidents and critical incidents involving clients, with time-sensitive attention to risk management and incident response procedures.
- Provide secondary consultation to Gateway Health teams and clinicians, with special attention to managing family violence risk and ensuring client safety.
- Provide debriefing and support to staff when requested in response to critical incidents, high-risk situations, or other similar incidents.
- Contribute specialist expertise to continuous improvement of service delivery in family safety/family violence practice, specifically the development, implementation, and evaluation of clinical procedures, tools, workflows, standards, and models of care.
- Supervise students on field placements when requested, in accordance with the relevant professional standards, models of best practice, legislation, and regulatory frameworks.
- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- Funding and service agreement targets are met to ensure clients are exited from the program appropriately and in a timely manner.
- Provide evidence-based practice in line with professional and funding requirements.
- Complete high-quality clinical notes and reports within agreed time frames and in accordance with GH and relevant professional body policies and procedures.
- Complete all program specific administrative tasks within the required time frames.
- All data is entered onto designated service databases, including Excel spreadsheets.
- Databases are kept up to date at all times.

- Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.
- Participation in regular performance reviews and appraisals, including clinical administration, clinical supervision, and administrative supervision.
- Competently use all relevant organisational databases - including but not limited to VHIMS, RelainSys, clinical software, financial software.
- Active participation in professional development.
- Active participation in specific clinical supervision (as relevant to role).
- Completion of mandatory training.
- The employee commits to carrying out any extra tasks or duties as directed by their supervisor or management, extending beyond those specified above, as considered reasonable and necessary for the effective functioning of the organisation.

Financial Management

- Purchase orders and invoices raised and processed within funding / program deadlines.

Key Performance Indicators

- Demonstrate positive and supportive behaviours consistent with Gateway Health's values, towards all clients, contractors and Staff
- Embrace innovation, technology and sustainability in delivering the objectives and key responsibilities of the role
- Provide all clients an exemplary service through your understanding of family violence risk assessment and management in line with the MARAM framework
- Meet at least 90% of service delivery targets (service hours and/or cases), which will be assigned and reviewed on an annual or quarterly basis

Quality, Safety, Risk, and Improvement Responsibilities

- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures, and guidelines.
- Working within the Risk Management Framework, identify, report hazards, and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Actively consult with the internal customer or consumer feedback and respond accordingly to identify areas of need and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying).
- Sitting, standing, bending, reaching.
- Computer work, data entry.
- Operating equipment.

- Use of personal protective equipment.
- General waste handling.
- Driving motor vehicles.
- Dealing with anxious or upset staff, consumers, or members of the public.
- Work at and travel to other locations will be required.
- Willingness to engage in a flexible work model that may require out of hours work and travel.
- The occupant of this position understands and acknowledges that they may be required to be redeployed and work as assigned if requested to meet the Health Service's responsibilities in the event of a disaster or emergency.

Code of Conduct

Employees are expected to, always:

- Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures.
- Maintain a high professional standard and work with integrity.
- Work collaboratively.
- Communicate with respect and tolerance.
- Maintain a client focus.
- Adopt a Continuous Improvement approach.
- Maintain privacy and confidentiality at all times.
- Work within legislative and compliance framework.

Key Selection Criteria

Essential

1. Ability to behave in accordance with the Gateway Health Values.
2. Tertiary qualifications in Social Work, Health Sciences, Psychology, Behavioural and Social Sciences or relevant equivalent studies in similar fields and extensive experience in case management.
3. Demonstrated experience in direct clinical service provision to women victim survivors and/or perpetrators of family violence, ideally applying feminist principles and trauma-informed approaches in responding to the gendered nature of family violence.
4. Demonstrated experience in risk assessment, safety planning and connecting clients to: housing; education and employment; health and wellbeing; justice and legal services; financial support; and/or family/social supports.
5. Knowledge and understanding of: the drivers/causes of family violence; health and human services systems that respond to family violence, and relevant practice frameworks and theories.
6. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.
7. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.
8. Minimum 2years' experience within the community, health or welfare sector, or related field.

Desirable

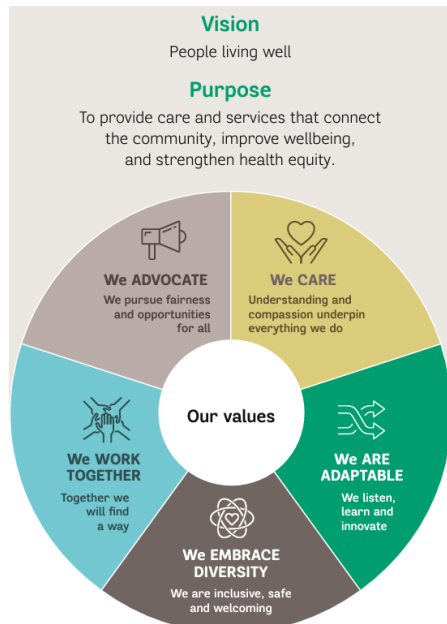
1. Completed training in Family Violence Multi-Agency Risk Assessment and Management (MARAM).
2. Experience working with Aboriginal and Torres Strait Islander and/or CALD community.
3. Experience in facilitation of psycho-educational, counselling, and/or therapeutic groups.
4. Membership and registration (or at least eligibility for membership and registration) in relevant professional associations, such as the Australian Community Workers Association (ACWA), and/or the Australian Association of Social Workers (AASW).

Mandatory Requirements

1. Current Australian Drivers Licence or accepted International Drivers licence.
2. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.
3. Evidence of Influenza Vaccination or Exemption must be provided prior to commencement.

About Gateway Health

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).



Principles

We RESPECT the strength of individuals and the community, and their capacity to recover from adversity.

We RECOGNISE the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.

We ACTIVELY LISTEN and work alongside the community and each other to design and deliver better solutions.

We BELIEVE a learning culture is critical to enhancing the wellbeing of staff, clients and the community.

We CONTRIBUTE to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.

Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.

The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.

Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally, linguistically and faith diverse people.

Review of Position Descriptions:

This position description will be reviewed annually, during annual appraisals, and when the position becomes vacant or as deemed necessary.

Acceptance of position description

I acknowledge:

- That I will recognise and celebrate diversity and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and MARAM Framework.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate from the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by
(print name):

Employee
Signature:

Date:
