

## Position Description – Case Manager, LGBTIQ+ and Family Violence

<b>Position Title:</b>	Case Manager, LGBTIQ+ and Family Violence	<b>Position Grade:</b>	SCHADS 5
<b>Department/Division:</b>	Queerspace/ Family Violence Response Team	<b>Position No.</b>	
<b>Reporting to:</b>	Family Violence Team Leader / Program Manager, Family Violence and Complex Care.		
<b>Position summary/purpose:</b>			
<p><b>First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.</b></p> <p>The Case Manager, LGBTIQ+ and Family Violence will provide therapeutic case work, group interventions, and other interventions as agreed within supervision and according to Drummond Street’s (DS) Queerspace and family violence practice approaches.</p> <p>The Case Manager will work across both Queerspace and the Family Violence Response programs. Case Management will also be provided to clients in the Living Free and Futures Free from Violence programs that support women, trans, and gender diverse people who have used force and/or violence in family and intimate partner relationships, offering opportunities to work towards change.</p>			
<b>Key Responsibilities</b>			
<b>Service Delivery</b>			
<ul style="list-style-type: none"> <li>• Deliver therapeutic case management services according to the DS’s practice model, attending to client-centred processes and goals across a broad range of domains of well-being</li> <li>• Provide queer sensitive and affirmative therapeutic case management services to LGBTIQ+ clients and their families experiencing and/or enacting family or intimate partner violence, mental health issues, harmful AOD use, financial or housing insecurity</li> <li>• Use your expertise and knowledge in working with clients to identify risk factors, the impact of the abuse, and their current needs and protective factors</li> <li>• Help clients to identify and build increased safety within their family environments and relationships</li> <li>• Assist with housing, financial/income, education and employment needs</li> <li>• Complete applications for brokerage funds on behalf of clients</li> <li>• Assist clients in building social and community supports and connections</li> <li>• Input quality case records into relevant client case management record systems (DS client data base, IRIS and SHIP)</li> <li>• Engage in a reflective practice model of exploring practice questions, dilemmas, tensions and surprises alongside other practitioners.</li> <li>• Deliver case management services to DS clients and their families as required as part of the family violence response to clients and communities.</li> </ul>			
<b>Community Development and Training</b>			
<ul style="list-style-type: none"> <li>• Participation in professional development and training as identified in collaboration with line manager</li> <li>• Participate in individual and group supervision as well as communities of practice</li> <li>• Participation in annual performance reviews and professional development plans</li> <li>• Represent the organisation positively with a range of external health, social services and other relevant providers for the purpose of making appropriate client referrals, providing conjoint support where required, and promotion of agency programs</li> </ul>			

- Use community development approaches (social justice, equality and mutual respect) to increase self-efficacy and empowerment of LGBTIQ+ communities
- Develop and deliver training to community members, partners and the broader sector
- Work collaboratively with other services to identify and address services gaps and client needs

**Accountability**

- Comply with funded service standards, practice manual, contract guidelines, and local operating procedures
- Comply with Child Safe Standards and obligations under the Reportable Conduct Scheme and collaborate with others to ensure or workplace and programs are culturally safe and affirmative for employees, children and families
- Administrative duties, including managing client information, evaluation and research, and ds HR systems
- Ensure case notes and other client information is recorded according to service standards and practice
- Ensure reporting requirements for the program are undertaken
- Work within risk management, quality standards and continuous improvement frameworks

**Research and Evaluation**

- Assist with the design and implementation of research and evaluation activities, and assist with data collection, recording and analysis and report writing as required.
- Participate in annual program reviews and contribute to the design and delivery of this project.

**Risk**

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Actively monitor and act to improve the quality and safety of client services.
- Commit to child safety and to creating and maintaining a child safe organisation in line with the Victorian Child Safe Standards.

**OH&S**

- Identify, report and record all safety hazards, incidents and injuries.
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related DS OHS procedures and Safe Operating Procedures.

**Quality Assurance & Improvement**

- Be proactive, engaged in and committed to creating great experiences for each client.
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.

**Social Differences**

- Role model, demonstrate and promote respect for and value social differences.
- Interact with drummond street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

<p><b>Productivity</b></p> <ul style="list-style-type: none"> <li>• Focus on people as well as productivity.</li> <li>• Monitor productivity, identify and implement improvements as needed.</li> </ul> <p><b>Infection Control</b></p> <ul style="list-style-type: none"> <li>• Commit to all necessary infection control measures as directed, including:             <ul style="list-style-type: none"> <li>○ Practice hand hygiene</li> <li>○ Keep your working environment clean and hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.</li> <li>○ Wear personal protective equipment (PPE) as directed</li> </ul> </li> </ul>		
Key Competencies/Skills		Key Selection Criteria
Competency	Technical/Functional	<ul style="list-style-type: none"> <li>• Qualifications in social work or equivalent</li> <li>• Demonstrated ability to provide case management interventions with positive client outcomes</li> <li>• Knowledge of and/or experience in working with LGBTIQ+ communities</li> <li>• Demonstrated understanding of the needs, issues and sensitivities of people from diverse backgrounds including Aboriginal, LGBTIQ+ and culturally and linguistically diverse people and communities</li> <li>• Demonstrated experience of working with families with complex needs such as family violence, drug and alcohol and mental health issue</li> <li>• Demonstrated capacity to work within integrated, collaborative and systemic approaches</li> <li>• Demonstrated organisational skills including the ability to meet deadlines and prioritise work tasks</li> <li>• Demonstrated capacity to work creatively, show initiative, contribute ideas and be active in a supportive team environment in an agency working to support individual and family relationships</li> <li>• A strong personal/professional support network that promotes resilience</li> </ul>
<ul style="list-style-type: none"> <li>• Client centred, including culturally and LGBTIQ+ sensitive</li> <li>• Understanding of a gendered approach to family violence</li> <li>• Promotes productive, competent work practices</li> <li>• Organisational &amp; Quality Focus</li> <li>• Creative, flexible and solution focused under pressure</li> <li>• High level of self-awareness, professionalism</li> <li>• Strong alliance with social justice values</li> <li>• Strong communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work independently and as part of a team</li> <li>• Highly developed interpersonal, oral and written skills</li> <li>• Basic information technology skills</li> <li>• Experience in working in family violence case management</li> <li>• Family-aware and inclusive practice whilst holding risk and safety as paramount</li> <li>• Cultural and diversity humility</li> <li>• A current Australian driver's license or competency with public transport</li> </ul>	
Position Dimensions		Decision Making Authority
<p>No. Of FTE: Full time or part time Customer base: LGBTIQ+ people and their families, women and trans and gender diverse people who enact harm.</p> <p>Belonging to LGBTIQ+ communities, as well as other communities with whom DS assertively engages</p>		<ul style="list-style-type: none"> <li>• Independent professional judgement in establishing a case management plan</li> <li>• Responsible for the management of caseload, in consultation with their supervisor</li> </ul>