

CALD Domestic, Family, Sexual Violence Case Management Team Leader

Position Description

Position: CALD Domestic, Family, Sexual Violence (DFSV) Case Management Team Leader

Organisation: Immigrant Women's SpeakOut Association of NSW Inc.

Location: Office in Harris Park, work across Blacktown, The Hills, Cumberland and Parramatta areas.

Contract: Permanent full time, flexible work hours

Salary: SCHADS award Level 5

Reports to: Chief Executive Officer

Objectives of the Position

This role provides clinical guidance and practice leadership to a team of case managers providing emotional and practical support to women seeking safety, and navigating systems that respond to DFSV. The role provides leadership and direct service delivery, including culturally responsive engagement, biopsychosocial assessment, advocacy, case management, and physical and psychosocial safety planning. Child safe engagement is provided to support adult and child safety and recovery. The position provides leadership to the team to deliver quality outcomes for women and children; recognising children are directly victimised by domestic and family violence.

Key Responsibilities

1. Team Leadership

- Provide direct line management for up to four case managers.
- Lead regular case meetings to review capacity and quality of case management delivered within the team.
- Support the Chief Executive Officer with case audits to inform continuous quality improvement activities. This includes a range of strategies to invite feedback from women and children receiving support.

2. Direct Case Management Service Provision

- The team leader will maintain responsibility for case management of clients.
- Contribute to key organisational operations including intake, needs assessment, provision of internal and external referrals and other duties as requested.
- Provide information, case management, advocacy, safety planning and needs-based support to immigrant and refugee women and their children who are victims of DFSV.



- Undertake comprehensive biopsychosocial assessment of client needs, using evidence-informed tools.
- Create tailored support plans that meet the needs of case managed clients.
- Relationship-based practice that engages informal support networks in casework.
- Provide practical and emotional support to women residing in the shelters operated by Immigrant Women's Speakout. Weekly activities based at the two shelters operated by the organisation to support operations of the service, and engage residents in meaningful activities, in culturally supportive ways.
- Undertake documentation and compliance activities to maintain accurate records and adhere to privacy, ethical and legal obligations.

3. Network or Sector Development

- When required, assist the CEO and team to facilitate information sessions on domestic violence and cultural considerations.
- Liaise with government and non-government organisations when requested.
- Maintain a record of specific issues and case studies for advocacy at government and non-government forums.
- Represent SpeakOut at relevant forums or committees.
- Continue ongoing networking across the service sectors relevant to clients supported by SpeakOut.

4. Other Responsibilities

- Contribute to maintaining a positive and respectful atmosphere in the workplace.
- Adhere to SpeakOut's policies, procedures and practices including Workplace Health and Safety Responsibilities towards self and the organisation.
- Assist with the day-to-day operations of the organisation.
- Assist Speakout students with learning opportunities when needed.
- Provide data reporting to the Chief Executive Officer when requested.
- Seek prior approval for expenses, maintain a record of expenses incurred and lodge receipts with the Chief Executive Officer for reimbursement where necessary, in a timely manner.
- Participate in other SpeakOut projects, activities and evaluations as required.

