



Boorndawan Willam
Aboriginal Healing Service

Position Title	Intensive Case Management Practitioner
Team	Intensive Case Management
Employment Type	Full time, permanent
Salary Range	SCH Level 5
Position Reports to	Intensive Case Management Team Leader
Location	666 Mountain Highway, Bayswater
Delegation	As per BWAHS Schedule of Delegations
Direct Reports	N/A
Suitability for remote work	Possible up to one day/week after probation

About BWAHS

Boorndawan Willam¹ Aboriginal Healing Service (BWAHS) is the lead Aboriginal-specific family violence service for the eastern metropolitan region of Melbourne. Established in 2006 and transitioning to an independent Aboriginal Community Controlled Organisation in 2019, BWAHS delivers trauma-informed, culturally grounded responses to individuals, families and Community experiencing, or at risk of, family violence.

Our engagement and support for our Communities' healing journey are vital – wholly underpinned and guided by culture.

Our services include:

- Intensive Case Management
- Child & Family Services
- Alcohol, Other Drugs & Gambling Support
- Deadly Tomorrows (AFVITH)
- Therapeutic Services for women, children, young people & families
- Therapeutic Group Programs
- Services within The Orange Door (TOD)

Role Purpose

The Intensive Case Management (ICM) program is based in the inner and outer Eastern Metropolitan Regions (EMR). The ICM Practitioner provides family violence case management support and case coordination to Aboriginal women and their children affected by family violence. Utilising a strengths-based approach, the practitioner conducts comprehensive needs and risk assessments for women and their children including screening, assessment, triage and short-term support.

The role has an emphasis on promoting cultural safety, healthy family functioning, safety from violence, overall security and the stability and development of Aboriginal children and young people. This position collaborates closely with Aboriginal families and communities to enhance child, family and Community capacity. The role also provides support and specialised knowledge to improve responses to housing challenges faced by Community members.

^[1] Boorndawan Willam is a phrase from Wathaurong and Woiwurrung languages meaning "safe house," with Boorndawan meaning 'safe' and Willam meaning 'house'.

Key Responsibilities

Case Management

- Provide regular and ongoing contact with women and children at locations where they feel most comfortable and safe.
- Coordinate casework processes from initial contact, assessment, case planning, review and exit planning.
- Conduct comprehensive MARAM risk assessments during the initial assessment period and periodically as risks are identified or change.
- Develop and regularly review comprehensive safety plans for women and their children.
- Advocate on behalf of women and children to ensure they have access to necessary services.
- Participate in local, regional and other network meetings to address issues and current initiatives related to family violence.
- Collaborate with team members to promote the program, conduct presentations and engage in Community education and training activities.
- Lead and assist in developing and implementing new projects or initiatives to support women and children who have experienced family violence.

Stakeholder Engagement

- Engage with key stakeholders directly related to the case management needs of the clients and create opportunities for networking for the ICM team.
- Organise and facilitate risk management meetings with the Men's Family Violence team and external agencies.
- Develop and maintain positive relationships with other family violence services and other government and community organisations to ensure multidisciplinary interventions are identified.
- Build and maintain key networks with refuge providers, housing services and housing and homelessness support programs to secure sustainable, affordable housing solutions for Community members being supported by BWAHS.
- Represent the organisation in meetings and negotiations.

Manage Risk

- Support Community members to identify their safety needs and assist them to include these in their personal support plans.
- Undertake family violence risk assessments.
- Undertake Child and Family assessments and planning processes based on Best Interests Principles.
- Undertake ongoing analysis of the child's safety and wellbeing in the care of their family including an analysis of family functioning, capacity to parent and to make and maintain change.

Administration / Data Management

- Maintain records including case notes, reports and case plans.
- Participate in data collection and recording according to BWAHS policies and procedures.
- Support the data collection requirements of the case support workers.
- Ensure that client records are in accordance with BWAHS quality/audit requirements.

Training and Professional Development / Capability Development

- Participate in regular clinical and internal supervision, reflective practice and case plan reviews.
- Undertake training as identified through a professional training needs plan.
- Participate in BWAHS overall development and strategic direction.

Policies, Procedures and Systems

- Comply with BWAHS policies and procedures to ensure that delivery of services is safe and meets the BWAHS standards of quality service delivery.
- Provide feedback on BWAHS policies and procedures to ensure that quality services are being provided.

Culturally Informed Practice

- Ensure the provision of culturally safe practices and environments for Aboriginal women and children, respecting and integrating their cultural values, traditions and needs into all aspects of service delivery.
- Advocate for and promote cultural safety in all interactions, support plans and Community engagements.

Contribute to a positive and culturally safe workplace

- LGBTQIA+ and Disability Informed Practice.
- Provide informed and safe support to Aboriginal and Torre Strait Islander people and their families who identify as LGBTQIA+, as well as those who identify as having a disability and have experienced, or are currently experiencing, family violence.
- Contribute to a positive and safe workplace for people who identify as LGBTQIA+ and or as having a disability.

Key Selection Criteria**Essential**

- Demonstrated knowledge and understanding of the Victorian Aboriginal Community, particularly in relation to the impact of family violence on Aboriginal women, children, families and communities.
- Degree in Social Work (or equivalent) or significant demonstrated relevant work experience with a willingness to work towards the qualification in line with mandatory minimum qualifications policy.
- An understanding of family violence case management including risk and needs assessments, Women's and Children's interventions and trauma informed practice.
- Demonstrated practical experience in working with the Aboriginal and Torres Strait Islander communities.
- Demonstrated experience working with women and children presenting with complex needs and behaviours, including experience with high-risk clients.
- Experience in developing and maintaining family violence and referral services networks.
- Specialised knowledge to improve responses to housing challenges faced by Community members.
- Demonstrated ability to establish and maintain strong working relationships with a broad range of stakeholders.
- Demonstrated understanding and application of the Best Interest Case Practice Model, the MARAM (Multi-Agency Risk Assessment and Management) framework, Family Violence Information Sharing Scheme and Child Information Sharing Scheme, and other pertinent practice models and legislation.
- Exceptional written and verbal communication and interpersonal skills.
- Sound judgement and decision-making ability, including the ability to work autonomously and flexibly in a changing environment.
- Ability to be proactive to identify inefficiencies and process and system improvements.
- This role requires a clear police check, a working with children check and a current drivers' licence.

Desirable

- Experience in the not-for-profit or community services sector.
- Knowledge of government-funded program reporting requirements.

Key Attributes for all Employees

- Commitment to BWAHS Vision, Purpose, Values and Principles.
- Capacity for self-assessment, reflection and emotional intelligence.
- Ethical and culturally aware practice.
- Strong communication and collaboration skills.

- Accountability and adherence to professional standards.
- Willingness to contribute to projects and tasks outside of core role to support the wider BWAHS team.
- Compliance with Workplace Health & Safety and Privacy requirements.

Acknowledgement

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

Employee Name:		
Employee Signature:		Date: / /
Manager's Name:		
Manager's Signature:		Date: / /