Carrie's Place Domestic Violence and Homelessness Services Incorporated
Role Description
Case Manager SHLV

Classification / Grade / Band	SCHADS Modern Award Level 5
Program	Staying Home Leaving Violence (SHLV)
Date of Approval	July 2021

Primary purpose of the role

The primary purpose of this role is to uphold the Organisation's Vision by supporting zero tolerance towards violence and homelessness. Our Mission is to increase the number of families in the Hunter and the Port Stephens area, who are housed, safe, and live free from abuse. This will be achieved by providing person centred programs aimed at empowering vulnerable people who may have experienced domestic violence and other forms of trauma and abuse.

We work with individuals and our communities in the Hunter region to address the issues of domestic violence and homelessness, and provide holistic services to build capacity, inclusion, and resilience.

Carrie's Place aims to create an organisation where all workers are treated in such a way that they bring the best of who they are to work. The organisation's values are part of who we are, what we stand for and how we act. They define our culture. The values are as follows:

GROWTH AND CHANGE – we believe in the power of learning, change and growth. We support our clients and each other through the challenges and emotions that come with change.

INCLUSIVE AND ACCESSIBLE – we respect all by creating an inclusive and accessible organisation based on individuals' diversity of ideas, background, heritage and experience.

AUTHENTIC – we demonstrate the courage to be authentic and invite our clients and community to walk with us in authenticity and integrity in all we do.

SOCIALLY JUST AND SAFE – we recognise safety is a human right for all and we strive to create and support safe places and behaviours.

TEAMWORK – we achieve what individuals can't by working collaboratively in an environment of mutual trust and respect.

Carrie's Place embraces diversity in all its forms, ethnicity, race and religion, gender, age, abilities, perspectives, social and economic backgrounds. We work closely with the local Aboriginal, Torres Strait Islander community and respectfully acknowledge Indigenous Australians past and present as the Traditional Owners and custodians of the land on which we live and work.

The SHLV Case Manager undertakes key tasks at the direction of the Team Leader Domestic Violence and in close partnership with the Senior Practitioner (SHLV).

Key accountabilities

Reporting to the Team Leader, the SHLV Case Manager exercises a high level of responsibility and knowledge across the Staying Home Leaving Violence (SHLV) Program area.

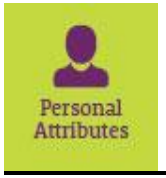
The work of the Case Manager (SHLV), includes but is not limited to:

- Provide person-centred, trauma-informed responses to SHLV service requests.
- Contact clients referred to SHLV in a timely manner and planning to address a client's immediate needs.
- Provide information, advice, advocacy, referrals, strategies and interventions to people in crisis and who are experiencing or have experienced domestic and family violence and who may be at risk of homelessness due to the DFV.
- Develop case plans addressing client's goals to assist with their ongoing and changing support needs.
- Provide direct service delivery from Muswellbrook office for up to two days per week.
- Participate as a team member in both the SHLV team and the broader Carrie's Place Team.
- Case Managers at this level will be required to provide expert program related advice.

Key relationships

Who	How
Internal	
Program Manager SHS / SHLV	▪ General support and guidance regarding programs and service delivery, team and staff management matters
Team Leader SHLV	▪ Day-to-day reporting
Senior Practitioner SHLV	▪ Work in conjunction with the Senior Practitioner SHLV, to assess necessary client support
SHLV Case Managers	▪ Day-to-day support and collaboration with other SHLV case managers
External	
Stakeholders	▪ Collaborate with internal and external stakeholders, exploring, resolving and providing possible solutions to issues to ensure programs and services are high quality and targeted to meet desired outcomes
Other NSW Government Agencies	▪ Collaborate and maintain partnerships with other NSW Government stakeholders ▪ Establish networks across the Sector

Capability Summary

NSW Specialist Homelessness Services Workforce Capability Framework		
Capability Group	**Capability Name**	
	**Innovative**	**Focused**
	Positive	**Collaborative**
	Analytical	**Client Focused**
	Culturally Aware	**Ethical**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level.

NSW Specialist Homelessness Services Workforce Capability Framework			
Capability	**Tier**	**Behavioural Indicators**	**Task / Competency**
1. Community and Interagency Relations			
1. Networks and Stakeholders	1.2.1	Researches community needs and concerns and provides community development / education	▪ Develop and maintain strong working relationships with key partners including NSW Dept Communities and Justice, WDVAS, NSW Police, Local and Family Law Courts and support / pathway services, Victims Services and referral agencies. ▪ Attend SHLV regional meetings. ▪ Attend interagency meetings as determined by the SHLV Manager. ▪ Participate in collaborative meetings and relevant activities with community partners. ▪ Feedback information and resources about local service providers to the Team. ▪ Advocate on behalf of SHLV clients.
2. Community	1.2.2	Participates effectively in networks and community meetings to advance organisational objectives	
3. Partnership and Collaboration	1.2.3	Works collaboratively with other organisations in formal and informal partnerships to achieve client / member outcomes	
4. Knowledge of Community	1.2.4	Maintains detailed understanding of current community issues and knowledge of relevant organisations	
5. Social Justice	1.2.5	Demonstrates commitment to social justice and social inclusion	
2. Professionalism			
1. Time Management	2.2.1	Manages time and uses tools effectively to assist with planning and organising	▪ Excellent organisational and time management skills.

NSW Specialist Homelessness Services Workforce Capability Framework			
Capability	**Tier**	**Behavioural Indicators**	**Task / Competency**
2. Ethics	2.2.2	Observes professional boundaries and standards and assists others with ethical dilemmas	▪ Demonstrated ability to engage effectively with clients in crisis and provide appropriate trauma-informed support. ▪ Provide timely interventions, strategies and support to clients experiencing Domestic Violence to address immediate and ongoing safety needs. ▪ Set work priorities and manage workflows. ▪ Ensure work practice is underpinned by Carrie's Place vision, principles and objectives. ▪ Adherence to Carrie's place code of conduct and ethics, policies and procedures.
3. Taking Responsibility	2.2.3	Takes responsibility for work outcomes and assists others to understand role and responsibilities	
4. Problem Solving	2.2.4	Assists with resolution of clients' / members' and colleagues' problems	
5. Initiation and Enterprise	2.2.5	Demonstrates initiative and enterprise and supports others to work more effectively	
3. Communication			
1. Advocacy	3.2.1	Advocates for clients / members to advance their interests	▪ Participate in regular catch-up meetings with SHLV team members to establish daily work priorities. ▪ Advocate on behalf of SHLV clients. ▪ Participate in events relevant to the SHLV and Carrie's Place as required. ▪ Facilitate group work activities as required and / or arrange access to these groups for the client group. ▪ Excellent communication skills especially in relation to negotiation, advocacy and conflict resolution. ▪ Maintain clear, professional client profiles, case notes and plans in the Client Information Management System (CIMS).
2. Written Communication	3.2.2	Writes accurate, clear and informative reports and communications that meet the needs of their intended audience	
3. Verbal Communication	3.2.3	Articulates clear and respectful messages and information to clients / members and colleagues	
4. Public Speaking	3.2.4	Uses relevant facts to express clear and logical arguments and opinions in meetings and other forums	
5. Interpersonal Skills	3.2.5	Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications	
4. Teamwork			
1. United Vision	4.2.1	Generates ideas for innovation and enhanced working practices to achieve organisational mission	▪ Participate as a team member in both the SHLV and the broader Carrie's Place Team. ▪ Contribute to the strategic plan and individual goals. ▪ Support other team members as and when required.
2. Strategic Focus	4.2.2	Contributes to team plans and relates teamwork to strategic objectives	

NSW Specialist Homelessness Services Workforce Capability Framework			
Capability	**Tier**	**Behavioural Indicators**	**Task / Competency**
3. Team Dynamics	4.2.3	Offers constructive feedback and provides balanced and informed perspectives at team meetings	▪ Contribute to develop and administer policies, systems and processes for the effective operation of the SHLV program. ▪ Support diversity within the team and the different contributions that team members bring to the team. ▪ Use respectful conflict management strategies to resolve conflict and team relationship issues.
4. Conflict Management	4.2.4	Recognises differences of opinion and works toward the resolution of team conflict	
5. Diversity	4.2.5	Builds team spirit and supports team members' development	
5. Resources / Assets / Sustainability			
1. Revenue Raising	5.2.1	Undertakes public relations and fundraising activities	▪ Ensure services are funded according to the budget and funding guidelines in conjunction with the SHLV Program Manager. ▪ Participate in budget planning when required. ▪ Comply with the SHLV policy and procedure guidelines.
2. Financial Management	5.2.2	Assists with budget reviews and works to established budgets	
3. Procurement	5.2.3	Researches market and attains value for money when making purchases or contracting work	
4. Equipment and Assets	5.2.4	Researches and recommends purchase of equipment and aids to provide efficient and effective service delivery	
5. Sustainability	5.2.5	Aims for sustainability in purchasing decisions	
6. Service Delivery			
1. Reflective Practice	6.2.1	Demonstrates reflective and evidence-based practice	▪ Ongoing reflection and review of own practice and be proactive in gaining skills and knowledge to provide appropriate and current evidence-based support and interventions including research and training. ▪ Provide timely, trauma informed, client centred support, advocacy, referrals, strategies and interventions to clients in crisis and / or experiencing domestic violence, homelessness and at risk of homelessness. ▪ Provide case management, addressing client's needs in line with best practice guidelines and organisation policy and procedure. ▪ Develop comprehensive case plans reflective of client's needs and goals. ▪ Develop safety plans including safety audits to address personal safety concerns due to domestic violence.
2. Knowledge of Client Issues	6.2.2	Builds knowledge of client / member issues and requirements to improve practice	
3. Client Outcomes	6.2.3	Provides clients / members with high quality service and appropriate referrals	
4. Diversity	6.2.4	Demonstrates cultural sensitivity and adjusts personal style in response to client / member differences	
5. Client Confidentiality and Dignity	6.2.5	Respects client / member confidentiality	

NSW Specialist Homelessness Services Workforce Capability Framework			
Capability	**Tier**	**Behavioural Indicators**	**Task / Competency**
			▪ Provide group work activities aimed at supporting people to remain housed and live free from violence. ▪ Fulfill reporting requirements in the Client Information Management System. ▪ Provide culturally appropriate services. ▪ Adherence to client confidentiality.
7. Program Management and Policy Development			
1. Policy Development and Implementation	7.2.1	Participates in the review and development of policy and utilises policies and procedures to guide work practices	▪ Ensure familiarity and compliance with SHLV program objectives and be an expert in SHLV service provision. ▪ Participate in review of policies and procedures where appropriate. ▪ Communicate service delivery gaps and needs to the Leadership team. ▪ Contribute to innovative strategies to address service gaps and needs. ▪ Ensure complaints are recorded, and the necessary actions taken in accordance with policy and procedure. ▪ Participate in case and performance reviews.
2. Program Development	7.2.2	Contributes to program objectives, develops and implements simple project plans	
3. Achieving Results	7.2.3	Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets	
4. Contract Management	7.2.4	Maintains awareness of contracts relating to own position and ensures that work fulfils contractual obligations	
5. Complaints Handling and Continuous Improvement	7.2.5	Utilises feedback from complaints to improve programs and reviews own performance	
8. Change and Responsiveness			
1. Change Management	8.2.1	Supports change management and assists others to adapt and adjust to change	▪ Must demonstrate flexibility and adaptability to change ▪ High level of IT literacy skills required. ▪ Willing to participate in training and development as required in relation to the job role. ▪ Ensure a culture is adopted of information sharing, and good practice strategies is well embedded in the SHLV team.
2. Multi-Skilling	8.2.2	Works collaboratively with people from different disciplines and shares skills and knowledge	
3. Creativity and Innovation	8.2.3	Generates and shares ideas and encourages others to reflect on activities and develop ideas for innovation and improvement	
4. Technology	8.2.4	Supports the use of new technology and develops skills to master new technologies	
5. Learning and Development	8.2.5	Maintains awareness of own skills and skill needs	

NSW Specialist Homelessness Services Workforce Capability Framework			
Capability	**Tier**	**Behavioural Indicators**	**Task / Competency**
9. Governance and Compliance			
1. Strategy	9.2.1	Contributes to teamwork plans and ensures that own work outcomes are achieved	▪ Contribute to operational plans in conjunction with the Leadership Team. ▪ Manage WHS risks in service delivery. ▪ Compliance and contribution to maintaining a safe, clean and supportive environment within the Organisation. ▪ Plan for compliance accreditation requirements and support accreditation assessments. ▪ Take active responsibility for your well-being and promote the Organisation's worker well-being scheme.
2. Quality	9.2.2	Contributes to enhancement of quality practices and ensures that own work meets quality requirements	
3. Risk Management	9.2.3	Contributes to identification and control of risks and hazards and takes advantages of emerging opportunities	
4. WHS	9.2.4	Contributes to identification of WHS risks and hazards, and ensures safety in own work context	
5. Legislation and Compliance	9.2.5	Knowledge of relevant legislation and licensing requirements and ensures compliance in work practices	

SELECTION CRITERIA

Essential

- Tertiary qualification in social science or related field (Minimum Diploma level)
- A commitment to a feminist philosophy, and the principles of social justice and human rights.
- Demonstrate a high level of emotional maturity, including respectful and ethical behaviour.
- Experience working in a Specialist Domestic Violence, Homelessness and / or Community Service Organisation, understanding the complexities and support needs of the Homelessness and Domestic Violence client cohort.
- Ability to deliver services in accordance with the SHLV program guidelines, and best practice skills as a case manager.
- Ability to work with the local community to promote awareness of homelessness and domestic violence services.
- Ability and willingness to work from Muswellbrook office for up to two days per week.
- Excellent communication skills, particularly in negotiation, advocacy and conflict resolution.
- Demonstrated ability to engage effectively with clients in crisis both in person and by phone, and provide appropriate, trauma-informed support.
- Demonstrated ability to network and develop working relationships with the local community and stakeholder.
- Excellent organisational and administrative skills, and computer literacy.
- Current clearance in relation to Working with Children and relevant NSW Police Force checks.
- Hold a current NSW Driver's License.

POSITION DESCRIPTION ACKNOWLEDGEMENT
I confirm I have read and understood this Role Description and acknowledge that duties may evolve over time. I agree to perform the responsibilities as required and in line with organisational needs.

Name	**Signature**	**Date**