



PO Box 12 Ringwood 3134
Telephone (03) 98770311

Position Description:

Specialist Childrens Case Manager – Therapeutic Responses

1. General Information

Position title:	Specialist Childrens Case Manager
Department:	Safe Futures Foundation
Position Reports to:	Team Leader Safe in the Community
Classification:	SCHADS Level 5 Plus 9.5% superannuation and access to salary packaging
Job status:	Full time
Location:	Croydon North
Key Relationships:	Internal: CEO, General Manager Service Delivery, Team Leader Safe in the Community, Corporate Services Staff, Service Delivery Staff External: Referring agencies, clients their families and advocates, community service organisations and partners including Safe Steps, Vic Police, regional organisations and key stakeholders.

2. Overview of Safe Futures Foundation

Safe Futures Foundation (SFF) is a not for profit Specialist Family Violence Organisation that provides frontline services to women and children to help them escape control, abuse and violence and rebuild their lives. We have been responding to family violence and changing people's stories for over 40 years. Safe is the largest provider of crisis accommodation in Victoria - which includes 19 crisis properties and nomination rights to 39 Transitional Houses. We employ intensive case managers and women's and children's advocates across 2 main sites in Melbourne's Eastern suburbs. We are funded by the Department of Health and Human Services and the generous support of donors.

The Foundation supports women and children through three key programs:

- Safe in the Community
- Community Connect &
- Intake and Emergency Accommodation Response

Our clients come to us through a range of avenues including referrals by Safe Steps, Victoria Police, Centrelink, Community Services and self referrals.

Our Vision

Safe Futures Foundation believes that every child, young person and adult has the right to live in a safe family, within a safe community, to have stability and every opportunity to meet their potential.

Our Model

The Safe Futures model is premised on a "wrap around" process of service delivery. Safe Futures provides intensive, holistic and individualised care planning and case management. Wrap Around plans aim to develop problem solving and coping skills and self efficacy of Family Violence Survivors. Safe Futures wraparound Philosophy of care begins with the principle of "voice and choice" where self determination and the perspective and views of the family, including that of the child or young person must be given primary importance during all phases of service delivery. The wrap around approach places the individual and family at the centre and builds a support team around them to drive change. A strength based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of Family Violence. Services are individualised, flexible, community based and culturally competent.

3. The Role

Working as part of a dynamic team the Specialist Childrens Case Manager at SFF has the primary responsibility to provide specialist case support, co-ordination and planning for children with complex needs, who have experienced family violence. The Specialist Childrens Case Manager will be responsible for developing comprehensive support plans in response to needs identified in specialist therapeutic

assessment to build resilience and aid recovery. The Specialist Childrens Case Manager will provide holistic and direct intensive support and co-ordination of services focussed on meeting needs in key life areas including social, recreational, health and wellbeing, behavioural and educational.

The SFF Specialist Childrens Case Manager Therapeutic Responses will be based in the Eastern Metropolitan Region as part of the demonstration project :Therapeutic Interventions for Family Violence Survivors, operating across and in collaboration with a number of organisations including: Wesley Uniting Care, Australian Childhood Foundation and EACH.

4. Key Accountabilities

Duties	Measures/KPIs to be achieved
<ul style="list-style-type: none"> • Undertake comprehensive family violence risk assessments and safety planning to meet immediate needs for safety of children experiencing family violence • Provision of high quality case management to children with multiple and complex needs • Participate in weekly intake and referral meetings with partner agencies for specialist case management referrals • Develop child focussed holistic case plans identifying therapeutic needs and goals • Implementation of goals identified in therapeutic assessment and support plans • Referrals to and co-ordination of specialist and generic services in response to goals identified in plans • Collaboration with a range of children’s agencies and service providers including educators to ensure that each individual child’s needs are met. • Seek to ensure congruence in therapeutic approach within other contexts eg. schools • Developing and supporting positive interactions with peers and family • Providing individualised support to develop strategies and skills to feel safe and connected and explore feelings and emotions related to family violence and trauma experiences • Advocacy on the rights of children and young people to access services within their community. • Adhering to DHHS Standards by maintaining adequate data file records, with accuracy, using 	<ul style="list-style-type: none"> • Contribute to meeting client targets • Work within an agreed client case ratio • SHIP note entries and supporting documents are up to date. • Intake documents uploaded to SHIP • SHIP status updates to be completed by the 5th of each month • Case plan and assessments to be completed in accordance with practice guidelines • Monitor and review plans: <ul style="list-style-type: none"> ○ Risk Assessment ○ Safety Plan ○ Case Plan • Completion of client feedback and evaluation records • Statistical data maintained as per program reporting requirements and accountability

<p>an electronic platform, the SHIP data base and within the time frames required.</p> <ul style="list-style-type: none"> • Preparation of reports and other written documentation such as minutes, funding applications and correspondence meeting professional standards • Maintain accurate client records and statistical data as required by the program • Participate in ongoing evaluation and monitoring of the programs service delivery. • Promote collaboration and effective communication in regards to referral, therapeutic planning and outcomes with partner agencies • Provide secondary consultation and advice to other professionals specific to the needs of children who experience family violence. • Provide all information and reports to relevant Manager in a timely manner. • Participate and contribute to reflective practice sessions and professional development for therapeutic responses 	
<p>Program Development</p> <ul style="list-style-type: none"> • Liaise and develop effective working relationships with partner agencies and key stake holders providing services and supports to children experiencing family violence and homelessness including Vic police, legal, housing, drug and alcohol, mental health, child protection and other specialist services • Provide input into the development of procedures and guidelines to improve effectiveness of service delivery and contribute towards ongoing program development • Participate and contribute to organisational change process • Keep abreast of relevant theory, legislative and policy development in family violence 	<p>Measures/KPIs to be achieved</p> <ul style="list-style-type: none"> • Participate in all of staff meetings and planning days • Contribute to development of strategic plan • Participate in all of staff professional development
<p>Team Work and Communication</p> <ul style="list-style-type: none"> • Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures • Communicate with all staff and work with them to meet organisational objectives consistent with the values of Safe Futures Foundation • Share knowledge and resources across staff team 	<ul style="list-style-type: none"> • Participate in team meetings and supervision • Participate in client reviews, handover and reflective practice

<ul style="list-style-type: none"> • Assist and support team members to achieve client outcomes when necessary • Reflect and analyse complex situations with staff team for workable solutions and options 	
<p>Occupational Health and Safety</p> <ul style="list-style-type: none"> • Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including Tickit entry) and actively participate in hazard elimination where required • Assistance in the maintenance of a clean, hazard free work environment • Follow workplace procedures for accident/incident reporting • Maintain clear and appropriate personal and professional boundaries with colleagues, clients and stakeholders • Ensuring financial accountability requirements are adhered to • Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors • Practice in accordance with child safety standards and reportable conduct guidelines 	<ul style="list-style-type: none"> • 100% completion of mandatory competencies • Risks identified, documented and managed • Major and non major client incidents reported in accordance with DHHS client incident management guidelines • All OH&S risk and injuries to be reported on the risk register, TICKIT • Participation in OH&S meetings
<p>Information Management</p> <ul style="list-style-type: none"> • Adhere to relevant record management systems and comply with relevant Privacy Legislation • Ensure record keeping is in line with quality, auditing and accreditation standards • Case notes, case plans and assessments to be completed according to Safe Futures Foundation case practice guidelines 	<ul style="list-style-type: none"> • Evidence of and records are kept and maintained up to date at all times
<p>Other Duties</p> <ul style="list-style-type: none"> • Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers. 	

Pre-Existing Injury

- Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position

Immunisation

- Consider appropriate levels of immunisation in accordance with Safe Futures Foundation workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors.

Mandatory

- Police check
- Working with Children's Check

5. Key Selection Criteria/ Position Requirements

<p>Qualifications</p>	<p>Essential</p> <ul style="list-style-type: none"> • Tertiary qualifications in Social Work, Human Services, Community Services or relevant field <p>Desirable</p> <ul style="list-style-type: none"> • Experience working in the Family Violence sector
<p>Previous Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • An understanding of relevant theories and practice frameworks that relate to Family Violence, therapeutic interventions, case work and support services • Case work Experience with particular skills in responding to mental health, disability or Alcohol and Drug issues <p>Desirable</p> <ul style="list-style-type: none"> • Experience in delivery of responding to women and children experiencing Family Violence • Knowledge of the CRAF (Common Risk Assessment Framework) •
<p>Required Knowledge and Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Highly developed organisational skills and ability to prioritise competing demands • Excellent communication skills • Demonstrated knowledge, experience and skills in, intake and assessment, case planning in relation to family violence, service provision, safety planning, managing a case load and client advocacy • Problem solving capabilities evidenced by seeking relevant information, liaising with stakeholders, analysing issues, seeking different perspectives, identifying and progressing workable solutions, and implements and evaluates outcomes. <p>Desirable</p> <ul style="list-style-type: none"> • Proven ability to function both independently and as part of a team
<p>Personal Attributes & Values</p>	<ul style="list-style-type: none"> • Team player • Strong communicator • Self manages and able to identify self care strategies to reduce stress and manage vicarious trauma • Seeks guidance and support from manager when required or where high risk identified • Self motivated to seek out information, supports and resources

Employee Position Declaration

I have read and understood the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

Employee Signature: _____

Print Name: _____

Date: _____

