

Position Description: Case Manager – Intake and Emergency Response Service

1. General Information

Position title:	Case Manager – Intake and Emergency Response
Department:	Safe Futures Foundation
Position Reports to:	Team Leader Intake and Emergency Response
Classification:	SCHADS Level 4 (\$33.06 - \$35.67) Plus 9.5% superannuation and access to salary packaging
Job status:	Permanent/Rostered Hours Participate in Oncall, after hours and weekend Intake & Emergency Response roster as required
Probationary Period:	6months
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 Futures is proud of its achievements and has grown to be the largest provider of crisis accommodation in Victoria - which includes 19 crisis properties and nomination rights to 39 Transitional Houses. Safe Futures delivers outreach support and therapeutic responses to women and children in the community affected by family and domestic violence. 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 Response

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

Our Vision

We strive to create a safe future where people are free from family violence.

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 Intake Case Manager has the primary responsibility to respond to referrals and co-ordinate the intake of women and children into Safe Futures Foundation 24 hour emergency crisis accommodation.

The position requires completion of comprehensive risk and needs assessments using the Common Risk Assessment Framework (CRAF), developing safety plans

and undertaking case management and co-ordination of supports for women and children escaping from family violence.

The role involves working rostered hours, including weekend and public holidays, participating in an oncall roster for after hour's intake and response, and recall to duty if required.

4. Key Accountabilities

Duties	Measures/KPIs to be achieved
<ul style="list-style-type: none"> • Provide high quality risk assessments and safety planning for the immediate needs of women and children experiencing family violence • Complete intake and needs assessments • Develop, monitor and review individualised case and safety plans for woman and their children ensuring that clients are encouraged to actively engage in the planning and decision-making process. • Coordinate and consult with other service providers regarding client case plans and closure/exit planning where relevant. • Provide high quality case management, including and where appropriate the co-ordination of community and specialist supports and participate in case conferencing as required • Provide information, complete referrals and provide support to access relevant family violence and other services, including: legal services and court orders, disability, CALD and aboriginal services, financial services, personal security, housing support, mental health, drug and alcohol, family services, counselling • Liaise and advocate with key stakeholders including Safe Step, Victoria Police, Child Protection, Specialist Services, Legal and Financial Services, Educational and Health and Medical Institutions to provide timely and responsive services and supports for victim survivors • Provide court support and assistance with regard to Intervention orders as required. • Assist with after hours referrals and intake for emergency accommodation and support • Liaise with the Team Leader and Safe Steps regarding vacancies and proposed intake arrangements • Participate in the after hours on call roster for 	<ul style="list-style-type: none"> • All clients have a completed: <ul style="list-style-type: none"> - Risk Assessment - Safety Plan - Case plan - Exit Plan • Monitor and review plans: <ul style="list-style-type: none"> - Risk Assessment - Safety Plan - Case Plan - Exit Plan • Contribute to meeting client targets • Record relevant data re intake and vacancies as required • 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 • Ticket maintenance for units in a timely manner • Adhere to emergency accommodation exit timelines

<p>intake</p> <ul style="list-style-type: none"> • Provide assistance if required and ensure units are prepared to an appropriate standard for occupancy (made beds, essential supplies etc) • Provide comprehensive handover with staff working in crisis teams to support re location to SFF crisis accommodation and ongoing and seamless service response • Facilitate relocation of clients and their belongings when required • Preparation of reports including minutes, correspondence and other written documentation meeting professional standards • Maintain accurate case notes of clients accepted afterhours for staff on duty the next day • Update referral and oncall after hours spreadsheets as required • Adhering to DHHS Standards by maintaining adequate data file records, with accuracy, using an electronic platform, the SHIP data base and within the time frames required. • Ensure all services are culturally sensitive and align with the Safe Futures strategic plan • Participate in oncall after hours intake and crisis response roster • To work in the role within an office environment, as part of the Intake and Emergency Response Team 	
<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 women 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 • Keep abreast of relevant theory, legislative and policy development in family violence • Participate and contribute to organisational change process 	<p>Measures/KPIs to be achieved</p> <ul style="list-style-type: none"> • Participate in all of staff meetings and planning days • Contribute to implementation of strategic plan/SFF action plan • Participate in all of staff professional development • Participate in reflective practice

<p><i>Team Work and Communication</i></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 program areas and work with them to meet organisational objectives consistent with the values of Safe Futures Foundation • contribute to team and 'all staff' meetings • Participate in regular supervision and performance appraisal • Share knowledge and resources across staff team • Assist and support team members to achieve client outcomes • Reflect and analyse complex situations with staff team for workable solutions and options • Role model respectful and professional behaviour at all times including displaying initiative, honesty, fairness, transparency and accountability 	<ul style="list-style-type: none"> • Participate in team meetings and supervision • Participate in client reviews, handover and reflective practice
<p><i>Occupational Health and Safety</i></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 • All OH&S risk and injuries to be reported on the risk register, TICKIT • Major and non major client incidents reported in accordance with DHHS client incident management guidelines and Safe Futures policy.

<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 • Maintain program administrative requirements including maintenance of comprehensive case notes and in line with case note policy and guidelines. • Provide internal reports to the team leader as required. 	<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
- Victorian Drivers license

Other Information

- Salary packaging is offered within prescribed guidelines
- All staff and volunteers must abide by a code of Conduct.

5. Key Selection Criteria/ Position Requirements

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • A tertiary qualification in Social work, Psychology, Behavioural Sciences or related discipline <p>Desirable</p> <ul style="list-style-type: none"> • Experience working in the Family Violence sector.
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • An understanding of relevant legislation, theories and practice frameworks that relate to Family Violence, therapeutic interventions, case management and support services • Case Management experience working with women and children with complex needs and risk issues in any of the following areas: family services, child protection, family violence, disability, mental health, housing and /or drug and alcohol <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) • Knowledge of working with vulnerable communities, in particular ATSI, CALD and LGBT
Required Knowledge and Skills	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated knowledge and skills in assessment, risk identification and management, case planning and safety planning, managing a case load and client advocacy • Developed organisational skills • Problem solving capabilities evidenced by seeking relevant information, liaising with stakeholders, analysing issues, seeking different perspectives, identifying and progressing workable solutions, implements and evaluates outcomes • Incorporate a strengths based and trauma informed practice approach, and work from a feminist perspective • Sound computer skills including use of data base applications. • Well developed written and verbal communication skills

	<ul style="list-style-type: none"> • Ability to develop and maintain internal and external working relationships that foster partnership work and enhance professional and community networks that improve client and program outcomes <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Proven ability to function both independently and as part of a team
<i>Personal Attributes & Values</i>	<ul style="list-style-type: none"> • Team player and collaborative • Solution focussed • An ethical and professional approach to practice • Strong communicator • Time management and organisational skills • Self manages and able to identify self care strategies to reduce stress and manage vicarious trauma • Seeks guidance and support from manager when required • 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:
