

## Position Description:

# Senior Case Manager- Intake and Emergency Response

## 1. General Information

---

<b>Position title:</b>	Senior Case Manager
<b>Department:</b>	Safe Futures Foundation
<b>Position Reports to:</b>	Team Leader Intake and Emergency Response Service
<b>Classification:</b>	SCHADS-Level 6 Award Plus 9.5% superannuation and access to salary packaging
<b>Job status:</b>	Permanent Participate in Oncall, after hours and weekend Intake & Emergency Response roster as required.
<b>Location:</b>	Croydon North
<b>Key Relationships:</b>	Internal: CEO, General Manager Service Delivery, Team Leader Intake and Emergency response Team Leader Community Connect, Corporate Services, Service Delivery, Business Systems Manager, Property Officer External: Safe Steps, Police, Courts other community base services

## 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. Safe Futures has been responding to family violence and changing people's stories for over 40 years. Safe Futures 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, women's advocates and children's workers 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 Service

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

Safe Futures foundation is committed to promoting and protecting the safety and wellbeing of all people involved in our programs, including all children and young people.

Safe Futures Foundation is committed to the principles of cultural safety and inclusion of all individuals from diverse backgrounds and to the safety and inclusion of individuals with a disability.

## 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 Senior 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 senior case manager is required to complete intake and risk assessments using the Maram framework, develop safety and support plans and provide intensive crisis case support.

In addition, the senior case manager is expected to take on a leadership role within staff teams, provide supervision to students, support workers and casual staff, lead induction and mentoring for new staff, develop and motivate staff and provide expert advice and assistance.

The role will require input into establishing and reviewing workplace procedures and practice and reviewing the efficacy and responsiveness of the intake service.

The senior case manager will also assist with community education and secondary consultation to external agencies and services. The role will develop working relationships with key agencies including DHHS child protection to ensure the safety of the children using the “best Interests” framework.

#### Key Accountabilities

<b>Duties</b>	<b>Measures/KPIs to be achieved</b>
<ul style="list-style-type: none"> <li>• Undertake comprehensive and high-quality intake and risk assessments and safety planning to meet immediate needs for safety of women and children with complex needs experiencing family violence</li> <li>• Develop and monitor 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, taking into consideration specific communication needs for people with a disability</li> <li>• Participate in case conferencing and co-ordination of care team meetings as required</li> <li>• Provision of high-quality case support work for complex needs, including the co-ordination of community and specialist supports, regular case plan reviews, exit planning and case closure</li> <li>• Work directly with women and children, utilising a strength-based approach and a feminist and intersectional framework for practice</li> <li>• Refer clients to RAMP program where there is extreme risk and provide case management in</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to meeting client targets</li> <li>• Work within an agreed client case ratio</li> <li>• SHIP note entries and supporting documents are up to date.</li> <li>• Intake documents uploaded to SHIP</li> <li>• SHIP status updates to be completed by the 5<sup>th</sup> of each month</li> <li>• Case plan and assessments to be completed in accordance with practice guidelines</li> <li>• Ensure clients have an exit plan developed while they are in emergency accommodation</li> </ul>

<p>consultation with RAMP coordinator where appropriate</p> <ul style="list-style-type: none"> <li>• Provide advocacy, information and 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, early intervention and family services, counselling, education and child care.</li> <li>• Preparation of reports and other written documents such as minutes, funding applications and correspondence of a high professional standard</li> <li>• Provide court support and assistance with regard to Intervention orders</li> <li>• Provide mentoring and induction for new staff</li> <li>• Assist with the co-ordination of student placements and supervision</li> <li>• Provide guidance and leadership including task supervision for less experienced staff</li> <li>• Be able to act in team leadership role if required across the program</li> <li>• 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.</li> <li>• Maintain client records accurately on electronic platform, SHIP, to ensure correct target reporting</li> <li>• Maintain accurate case notes and spreadsheets of clients accepted afterhours for staff on duty the next day and oncall response</li> <li>• Provide comprehensive handover to staff working in crisis teams to support re location to SFF crisis accommodation and ongoing and seamless service response</li> <li>• Assist with the preparation of emergency accommodation units for occupancy as required</li> <li>• Ensure all services are culturally sensitive and align with Safe Futures strategic plan.</li> <li>• Participate in afterhours intake and oncall response roster.</li> <li>• Practice in accordance with child safety standards and reportable conduct guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to accommodation exit timelines</li> <li>• Monitor and review plans: <ul style="list-style-type: none"> <li>○ Risk Assessment</li> <li>○ Safety Plan</li> <li>○ Case Plan</li> </ul> </li> </ul>
--	--

<p><b>Program Development</b></p> <ul style="list-style-type: none"> <li>• Liaise and develop collaborative and positive 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, disability and other specialist services</li> <li>• Provide secondary consultation where necessary and appropriate and liaise with key stakeholders including Victoria Police, Child Protection, Specialist Services, Legal Services, Schools and Health and Medical Institutions to improve service responses and supports for clients</li> <li>• Provide input into the development and review of work practices and procedures to improve effectiveness of service delivery and contribute towards ongoing program development</li> <li>• Participate and contribute to organisational change process</li> <li>• Keep abreast of relevant theory, legislative and policy development and reform in family violence</li> <li>• Assist with community education and training to develop capacity of agencies and services to respond to women and children experiencing and escaping family violence.</li> </ul>	<p><b>Measures/KPIs to be achieved</b></p> <ul style="list-style-type: none"> <li>• Participate in all of staff meetings and planning days</li> <li>• Contribute to implementation of strategic plan</li> <li>• Participate in all of staff professional development</li> <li>• Coordination and supervision of student placements</li> </ul>
<p><b>Team Work and Communication</b></p> <ul style="list-style-type: none"> <li>• Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures</li> <li>• Communicate with all staff and work with them to meet organisational objectives consistent with the values of Safe Futures Foundation</li> <li>• Participate in and contribute to team and 'all staff' meetings</li> <li>• Share knowledge and resources across staff team</li> <li>• Reflect and analyse complex situations with staff team for workable solutions and options</li> <li>• Support less experienced staff as required.</li> <li>• Assist and support team members to achieve client outcomes when necessary</li> <li>• Role model respectful and professional behaviour at all times including displaying initiative, honesty, fairness, transparency and accountability</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in team meetings, supervision and all of staff meetings</li> <li>• Participate in client reviews, handover and reflective practice</li> </ul>

<p><b>Occupational Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Comply with all OH&amp;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 Ticket entry) and actively participate in hazard elimination where required</li> <li>• Assistance in the maintenance of a clean, hazard free work environment</li> <li>• Follow workplace procedures for accident/incident reporting.</li> <li>• Maintain clear and appropriate personal and professional boundaries with colleagues, clients and stakeholders</li> <li>• Ensuring financial accountability requirements are adhered to</li> <li>• Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors</li> </ul>	<ul style="list-style-type: none"> <li>• 100% completion of mandatory competencies</li> <li>• Risks identified, documented and managed</li> <li>• Major and non-major client incidents reported in accordance with DHHS client incident management guidelines</li> <li>• All OH&amp;S risk and injuries to be reported on the risk register, TICKIT and to relevant manager</li> <li>• Participation in OH&amp;S meetings</li> </ul>
<p><b>Information Management</b></p> <ul style="list-style-type: none"> <li>• Adhere to relevant record management systems and comply with relevant Privacy Legislation</li> <li>• Ensure record keeping is in line with quality, auditing and accreditation standards</li> <li>• Case notes, case plans and assessments to be completed according to Safe Futures Foundation case practice guidelines</li> <li>• Undertake file audit reviews as required and monitor outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of and records are kept and maintained up to date at all times</li> <li>• Case notes compliant with Safe Futures guidelines and policy</li> <li>• Case plans, reviews and closure process adhere to minimum standards</li> </ul>
<p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>• Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers.</li> </ul>	

### **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
- Current Victorian Drivers License

## **4. Key Selection Criteria/ Position Requirements**

<b>Qualifications</b>	<b>Essential</b> <ul style="list-style-type: none"><li>• A tertiary qualification in Social Work, Psychology or equivalent degree level qualification in Behavioural /Social Science or Community Services.</li><li>• eligibility for AASW or APA membership.</li></ul> <b>Desirable</b> <ul style="list-style-type: none"><li>• Experience working in the Family Violence sector.</li></ul>
<b>Previous Experience</b>	<b>Essential</b> <ul style="list-style-type: none"><li>• An understanding of relevant theories, legislation and practice frameworks that relate to Family Violence, therapeutic interventions, case work and support services</li><li>• Case management experience with skills in responding to mental health, disability or Alcohol and Drug issues or family violence</li></ul> <b>Desirable</b> <ul style="list-style-type: none"><li>• Experience in delivery of responding to women and children experiencing Family Violence</li><li>• Knowledge of the CRAF (Common Risk Assessment Framework) or MARAM</li><li>•</li></ul>

<p><b>Required Knowledge and Skills</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Highly developed organisational skills and ability to prioritise competing demands</li> <li>• Excellent communication skills</li> <li>• 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</li> <li>• 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.</li> <li>• Able to take on support role with less experienced staff</li> <li>• Able to establish effective working relationships with partner agencies and key stakeholders providing services to women experiencing family violence and homelessness</li> <li>• Well developed written and verbal communication skills</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Proven ability to function both independently and as part of a team</li> </ul>
<p><b>Personal Attributes &amp; Values</b></p>	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Works independently</li> <li>• Strong communicator</li> <li>• Time management and organisational skills</li> <li>• Self manages and able to identify self care strategies to reduce stress and manage vicarious trauma</li> <li>• Seeks guidance and support from manager when required and in high risk situations</li> <li>• Self-motivated and proactive in seeking out information, supports and resources</li> <li>• Able to identify areas of continued professional development and learning</li> </ul>



**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:** \_\_\_\_\_