

Position Description:

Senior Case Manager Community Connect

1. General Information

Position title:	Senior Case Manager
Department:	Safe Futures Foundation
Position Reports to:	Team Leader Community Connect
Classification:	SCHADS Level 5 \$37.71 - \$39.51 Plus 9.5% superannuation and access to salary packaging
Job status:	Permanent Participate in Oncall, after hours and weekend Intake & Emergency Response roster as required.
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. 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 case manager at SFF has the primary responsibility to manage and deliver services for women and children who are experiencing family violence and are accessing Safe Futures Foundation crisis accommodation and transitional housing support.

The senior case manager is expected to take on a leadership role with colleagues, provide student supervision and lead induction and mentoring for new staff. The senior case manager will also assist with community education and secondary consultation to external agencies. Working closely with external services such as Victoria police and other partner agencies the senior case manager plays a key role in developing the capacity of agencies to respond to women and children experiencing and escaping from family violence. A primary focus of the position is to complete risk assessments using the Common Risk Assessment Framework (CRAF), develop safety plans and undertake complex case support work for women and children. The role also includes the provision of advocacy and support for women and children to access community based and specialist services, including court support, legal and financial services, housing assistance, therapeutic supports and referrals to health and community 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.

4. Key Accountabilities

Duties	Measures/KPIs to be achieved
• Undertake comprehensive family violence risk assessments and safety planning to meet immediate needs for safety of women and children experiencing family violence • Complete comprehensive support needs assessments • Develop and monitor individualised case 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. • 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 • Liaise with the intake and response team in relation to referrals and case allocations • Respond to referrals from external agencies and other SFF program areas • Refer clients to RAMP program where there is extreme risk and provide case management in	• 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: ○ Risk Assessment

consultation with RAMP coordinator where appropriate • Participate in case conferencing and co-ordination of care team meetings as required. • Provide secondary consultations, 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. • Preparation of reports and other written documents such as minutes, funding applications and correspondence of a high professional standard • Provide court support and assistance with regard to Intervention orders • Provide mentoring and induction for new staff • Assist with the co-ordination of student placements and supervision • Provide guidance and leadership including some task supervision for less experienced staff • 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. • Maintain client records accurately on electronic platform, SHIP, to ensure correct target reporting • Communicate sensitively and appropriately with women from CALD and aboriginal backgrounds or with a disability and ensure the service provision is culturally sensitive and align with Safe Futures Foundation strategic plan • Participate on a regular basis in the on-call roster • Participate in the weekend Intake and response roster if required. • To work in the role within an office environment, offering outreach support and in co-location settings • Perform reasonable duties that are required and within the range of employees skills, competency and training	○ Safety Plan ○ Case Plan
Program Development	Measures/KPIs to be achieved

• 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 • Participate and contribute to organisational change process • Work collaboratively with Victoria police and partner agencies to increase capacity to respond to women and children escaping family violence and enhance outcomes • Assist with community education and training to develop capacity of agencies and services to respond to women and children experiencing and escaping family violence. • Keep abreast of relevant theory, legislative and policy development in family violence • Undertake supervision of students	• Participate in all of staff meetings and planning days • Contribute to implementation of strategic plan and action plan • Participate in all of staff professional development • Co-ordination and supervision of student placements
<i>Team Work and Communication</i> • 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 • Participate in and contribute to team and 'all staff' meetings • Share knowledge and resources across staff team • Reflect and analyse complex situations with staff team for workable solutions and options • Support less experienced staff as required. • Assist and support team members to achieve client outcomes when necessary Role model respectful and professional behaviour at all times including displaying initiative, honesty, fairness, transparency and accountability	• Participate in team meetings and supervision • Participate in client reviews, handover and reflective practice
<i>Occupational Health and Safety</i> • 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	• 100% completion of mandatory competencies • Risks identified, documented and

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	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
Information Management • 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	• Evidence of and records are kept and maintained up to date at all times
Other Duties • 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

- Current Victorian Drivers License

5. Key Selection Criteria/ Position Requirements

Qualifications	Essential • A tertiary qualification in Social Work, Psychology and eligibility for AASW or APA membership. Desirable • Experience working in the Family Violence sector.
Previous Experience	Essential • An understanding of relevant theories and practice frameworks that relate to Family Violence, therapeutic interventions, case work and support services • Case management experience with particular skills in responding to mental health, disability or Alcohol and Drug issues or family violence Desirable • Experience in delivery of responding to women and children experiencing Family Violence • Knowledge of the CRAF (Common Risk Assessment Framework) •
Required Knowledge and Skills	Essential • Highly developed organisational skills and ability to prioritise competing demands • Demonstrated knowledge, experience and skills in, intake and assessment, risk identification and management, case planning, 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, 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 • 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 Desirable

	• Proven ability to function both independently and as part of a team
<i>Personal Attributes & Values</i>	• 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:
