



PO Box 12 Ringwood 3134  
Telephone (03) 98770311

## Position Description:

# Senior Case Manager Women and Children's Services - Wyndham

## 1. General Information

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<b>Position title:</b>	Senior Case Manager Women and Children's Service - Wyndham
<b>Department:</b>	Service Delivery
<b>Position Reports to:</b>	Manager Women and Children's Services Wyndham
<b>Classification:</b>	SCHADS Level 6 Plus 9.5% superannuation and access to salary packaging
<b>Job status:</b>	Permanent – rostered hours Participate in 'on call', sleep over, after hours and weekend roster as required
<b>Location:</b>	Safe Futures Wyndham
<b>Number of direct reports:</b>	As negotiated
<b>Probationary Period:</b>	6 months
<b>Key Relationships:</b>	Internal: Manager Women and Children's Services, General Manager Service Delivery, Corporate Services, Service Delivery External: Referring agencies, clients their families and advocates, regional organisations and key stakeholders Safe Steps, Police, Courts other community base services

## 2. Overview of Safe Futures Foundation

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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. We employ Intensive Case Managers and Women and Children's Advocates across 2 main sites in Melbourne's Eastern suburbs and 1 site in the Western Melbourne Region. We are funded by the Department of Health and Human Services and the generous support of donors.

The Foundation supports women and children through a number of key programs:

- Safe in the Community
- Community Connect
- Intake and Emergency Accommodation – Eastern and Western Melbourne Regions

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

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

## Our Model

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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 Women and Children's Services Wyndham at SFF has the primary responsibility to manage and deliver services for women and children with complex needs who are experiencing family violence and are accessing Safe Futures Foundation emergency crisis properties located in the Wyndham Local Government area.

The worker is required to complete risk assessments using the MARAM (Multiple Agency Risk Assessment and Management Framework), develop safety plans and undertake complex case management for women and children. The role also includes the provision of advocacy and support for women and children linking them to other community-based services, court support and referrals to other 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.

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

### 4. Key Accountabilities

Leadership	Measures/KPIs to be achieved
<ul style="list-style-type: none"><li>• Supervise staff less experienced</li><li>• Undertake the control and coordination of a program, project and/or significant work area eg disability portfolio</li><li>• Exercise managerial responsibility in Manager's absence</li><li>• Provide advice on matters of complexity within the work area and/or specialized area</li><li>• Provide secondary consultation where necessary and appropriate 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>• Coordinate and facilitate team meetings</li><li>• Provide expert advice to employees classified at lower levels and/or volunteers</li><li>• Exercise judgement and initiative where procedures are not clearly defined.</li><li>• Develop, plan and supervise the implementation of educational and/or developmental programs for clients.</li><li>• Provide reports on progress of program activities including recommendations.</li><li>• Exercise a high level of interpersonal skill in dealing with the public and other organisations.</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 and uploaded</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 guideline</li><li>• Record relevant data re intake and vacancies as</li></ul>

<ul style="list-style-type: none"> <li>• Establish priorities and monitor workflow in areas of responsibility.</li> </ul> <p><b>General Duties</b></p> <ul style="list-style-type: none"> <li>• Undertake comprehensive and high-quality risk assessment and safety planning to meet immediate needs for safety of women and children with complex needs experiencing family violence</li> <li>• Work directly with women and children, assisting them to identify needs and strengths and where appropriate, to function as an advocate.</li> <li>• Provision of daily complex case management support to women and children, including case conferencing and co-ordination, exit planning, closure and timely file management.</li> <li>• Complete intake assessments and/or comprehensive support needs assessments</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.</li> <li>• Provide court support and assistance regarding Intervention orders as required.</li> <li>• Maintain adequate data file records and adhere to DHHS standards.</li> <li>• Maintain client records accurately on electronic platform, SHIP, to ensure correct target reporting</li> <li>• Provide advocacy, information, referrals 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, family services, counselling</li> <li>• Liaise/coordinate with other service providers regarding client case plans.</li> <li>• Provide information and support to women re-establishing themselves in the community with regards to relevant services related to family violence, counselling, legal processes, financial and personal security, housing options, education and childcare, family support services, mental health, drug and alcohol, indigenous, CALD and disability specific services.</li> <li>• Assist with the preparation of emergency accommodation units for occupancy as required</li> <li>• Facilitate relocation of clients and their belongings.</li> <li>• Ensure all services are culturally sensitive and align with Safe Futures strategic plan.</li> </ul>	<p>required</p> <ul style="list-style-type: none"> <li>• Adhere to refuge exit timelines.</li> <li>• Ticket maintenance for units in a timely manner</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> <li>• Work directly with women and children, assisting them to identify needs and strengths and where appropriate, to function as an advocate.</li> </ul>
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<ul style="list-style-type: none"> <li>• Preparation of reports and other written documents such as minutes, funding applications and correspondence of a high professional standard</li> <li>• Incorporate a strengths based and trauma informed practice approach</li> <li>• Preparation of reports and other documents of a high professional standard</li> <li>• Participate on a regular basis in the after-hours program and on-call roster.</li> <li>• The role may be undertaken within an office environment or outreach and co-location settings.</li> </ul>	
<b>Program Development</b> <ul style="list-style-type: none"> <li>• 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</li> <li>• Provide input into the development of procedures and guidelines to improve effectiveness of service delivery and contribute towards ongoing program development</li> <li>• Keep abreast of relevant theory, legislative and policy development in family violence</li> <li>• Participate and contribute to organisational change process</li> </ul>	<b>Measures/KPIs to be achieved</b> <ul style="list-style-type: none"> <li>• Participate in all of staff meetings and planning days</li> <li>• Undertake personal development and participate in training opportunities</li> <li>• Contribute to development of strategic plan</li> <li>• Participate in all of staff professional development</li> </ul>
<b>Team Work and Communication</b> <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>• Assist and support team members to achieve client outcomes where required</li> <li>• Reflect and analyse complex situations with staff team for workable solutions and options</li> <li>• Take on a leadership mentoring role with new staff or less experienced staff</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>
<b>Occupational Health and Safety</b> <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</li> </ul>	<ul style="list-style-type: none"> <li>• 100% completion of mandatory competencies</li> </ul>

<p>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</p> <ul style="list-style-type: none"> <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> <li>• Practice in accordance with child safety standards and reportable conduct guidelines</li> </ul>	<ul style="list-style-type: none"> <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</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 to be completed according to Safe Futures Foundation case practice guidelines</li> <li>• Provide internal reports to the Manager as required eg case load summaries</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence that case notes are compliant with Safe Futures guidelines and policy</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 employee Health and Wellbeing Policy in the interest of yourself, all staff, clients and visitors.

### **Mandatory**

- Police check
- Working with Children's Check
- Victorian Drivers Licence

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November 2019

## Other Information

All staff and volunteers must abide by a code of Conduct of Conduct

## 5. 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, Welfare or a related discipline at a bachelor's level</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 and practice frameworks that relate to Family Violence, therapeutic interventions, case management and support services</li><li>• Extensive Case Management experience with particular skills in responding to family violence issues, mental health, disability or Alcohol and Drug issues</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 MARAM (Multiple Agency Risk Assessment and Management Framework)</li><li>• Knowledge of working with vulnerable communities, in particular ATSI, CALD and LGBTIQ</li></ul>
<b>Required Knowledge and Skills</b>	<b>Essential</b> <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></ul>

	<ul style="list-style-type: none"> <li>• Able to take on a leadership/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>• Incorporate a strengths based and trauma informed practice approach, and work from a feminist perspective Sound computer skills including use of data base applications</li> <li>• Well developed written and verbal communication skills</li> <li>• Proven ability to function both independently and as part of a team</li> </ul>
<b>Personal Attributes &amp; Values</b>	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Strong communicator</li> <li>• Solution focused</li> <li>• An ethical and professional approach to practice</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 line 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:** \_\_\_\_\_