



Good Shepherd

Australia New Zealand

Position Description

Title	Case Manager Family Violence
Reports to	Team Leader Family Violence Services
Direct Reports	N/A
Classification	SCHADS Level 5
Last Updated	July 2019
Good Shepherd Australia New Zealand (GSANZ)	
<p>Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice, and support our communities to thrive.</p>	
Role Purpose	
<p>The Case Manager Family Violence is an integral member of the family violence team and delivers high quality short response as well as longer term intensive case management services to women and children who have experienced, or are currently experiencing, family violence, including women who choose to remain in the relationship. The role contributes extensive knowledge and understanding of family violence to outreach case management and supports clients accommodated in refuge and transitional housing, delivering valued services and outcomes.</p> <p>The position provides client-centred casework across the Bayside Peninsula region, utilising the Common Risk Assessment Framework (CRAF) and a comprehensive needs assessment of women and children through trauma informed, systems and developmental frameworks. The Case Manager will develop agreed case plans with women and children with multiple and complex needs, bringing about outcomes which promote, safety, stability and recovery from family violence through a coordinated care team approach.</p> <p>The Case Manager will assist with community engagement and education across Bayside Peninsula as required.</p> <p>As part of the Family Violence Team, participation in the After Hours Crisis Response roster, court support and duty rosters and community based outreach are requirements of this role. An After Hours on call allowance and call-out penalty rates are paid for participation in the After Hours Crisis Response.</p>	
Qualifications, Experience and Mandatory Requirements	

- Formal tertiary qualifications in Social Work, Psychology, or a related tertiary discipline is essential
- Demonstrated capacity to provide outreach case management including the ability to carry out comprehensive risk and needs assessments and respond appropriately
- Demonstrated experience working with women and children presenting with complex needs and behaviours (e.g. trauma, substance abuse, mental health, parenting issues, disability) and/or from CALD or indigenous backgrounds
- Demonstrated knowledge of the impacts of family violence and the capacity to apply appropriate theoretical frameworks to practice
- Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external
- Demonstrated experience in preparing written reports, maintaining records, including case notes and data base reporting
- Demonstrated success working as part of an effective and productive team, along with the ability to be self-directed
- Experience working in the family violence sector is highly desirable
- Experience working with mothers and children in a high security refuge environment
- Knowledge of strength-based, positive parenting strategies in the context of parenting after family violence
- Ability to apply protective behaviours techniques which reduce children's vulnerability
- Demonstrated commitment to personal professional development including knowledge of the Royal Commission into Family Violence Recommendations and the broader impact of the current reforms on the family violence sector
- A current Full Australian Driver's License
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

Responsibilities

Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high performance team through demonstration of capabilities outlined in GSANZ 's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and

departments

Compliance

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

- Reconciliation
- Value of each person
- Justice
- Zeal
- Audacity