



Title	Case Manager Family Violence
Reports to	Team Leader Family Violence Services
Classification	SCHADS level 5
Direct Reports	NA
Last Updated	July 2019

Good Shepherd Australia New Zealand (GSANZ)

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.

Our Safety & Resilience services are delivered across Victoria and New South Wales and include integrated family services (including Child FIRST), a range of family violence response services, counselling and case management for children, young people, women and families, support for those who are homeless or at risk of homelessness (including refuge accommodation for women and children who have experienced family violence). Support groups and workshops are offered in community settings to meet the identified needs of vulnerable children, young people, women and families. All of our services are informed by the latest evidence and research and adopt a best practice approach. We are committed to continuous improvement, innovation and delivering measurable outcomes. Our services are strengths based, client-centred and underpinned by our mission and values.

Role Purpose

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.

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.

The Case Manager will assist with community engagement and education across Bayside Peninsula as required.

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.

Essential Skills and Qualifications

- Appropriate tertiary qualification 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
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Full Australian Drivers License

Desirable Skills, Qualifications and Attributes

- 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

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
- Take responsibility for own wellbeing
- Contribute to development of a high performance team through demonstration of skills outlined in GSANZ 's capability framework

Clients

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

Service Delivery and Operations

- Deliver all services in line with Department of Health and Human Services Service Standards and program policies and procedures
- Apply a coordinated care team approach to outreach case management service delivery
- Maintain accurate data, information and reporting at all times
- Conduct comprehensive risk assessments (CRAF) and needs assessments of women and their children utilising systems and trauma informed frameworks, developing agreed case plans within an outcome focused framework
- Utilise available resources to assess, respond to and mitigate risk and support the family's recovery from family violence including the provision of flexible support packages and other initiatives available across Bayside Peninsula

- Participation in working groups, team and networking meetings as required
- Provide secondary consultations to internal and external stakeholders as required
- Participate in rostered team duties including After Hours Crisis Response, court support and community based outreach
- 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 GSAZ team members and departments

Compliance

- Maintain client files, case notes and data in accordance with DHHS and GSAZ standards
- Demonstrate behaviour consistent with GSAZ 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

- We understand the past, respect our place in history and move forward in the spirit of healing and partnership
- We use our capability to build knowledge and skills in the community and with individuals
- We use a coaching approach to facilitate growth, skill building and development
- We pro-actively seek opportunities to draw on the wisdom and expertise of others in order to support those we work with appropriately

Value of each person

- Our relationships are based on empathy, respect and compassion that sees, and seeks out, the good of each person
- We participate actively, courteously and enthusiastically as part of a team
- We work collaboratively to deliver valued outcomes for every individual
- We adopt appropriate systems and practices to support outcomes that are important to people
- We recognise the strengths, skills and contribution of each person in order to achieve our mission

Justice

- We challenge structures and behaviours that perpetuate disadvantage so that we bring about positive change
- We listen first in order to understand
- We use our resources efficiently and effectively to sustain and grow our services
- We have constructive conversations about performance, recognise excellence and hold each other accountable for our values based behaviours
- We make informed decisions and communicate early, honestly and transparently

Zeal

- Our commitment is wholehearted
- We embrace opportunities to increase our positive impact and influence
- We reflect and adapt our practice to ensure currency and relevance
- We see change as an opportunity and positively champion new ways of being and doing
- We stretch ourselves individually and collectively to overcome barriers and setbacks

Audacity

- We think reflectively and take bold action to follow new paths for the mission
- We look for innovation and learn from mistakes as a path to knowledge
- We make brave decisions while we are prudent and carefully assess risks and alignment to mission
- We embrace debate to ensure sound decision making
- We stand by our decisions as a team and as individuals.