

POSITION DESCRIPTION



Position Summary	
Role Title	Case Manager
Reports to	Clinical Team Leader
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Classification	Level 6
Employment	Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> Contract <input type="checkbox"/>
Location	Lakes Entrance, Bairnsdale or Sale with travel across the catchment area required

Our vision

Aboriginal people enjoy their culture, family, work and community life in a safe environment free from violence.

Our mission

Prevent and eliminate family violence so that individuals, families and our communities can live free from violence. We do this through wrap-around services and programs that support healing and cultural

Cultural statement

- Aboriginal and Torres Strait Islander peoples have the oldest continuous cultures in the world.
- YWAHS celebrates and takes pride in the rich spiritual connection, cultural values and practices of Aboriginal and Torres Strait Islander peoples.
- We celebrate the significant contributions made and cultures shared to enrich all communities.
- We acknowledge and respect the special place of the Traditional Owners.
- We appreciate and value the opportunity to live, work and thrive on their lands.

Our principles and values

SELF DETERMINATION A fundamental principle and practice that supports the exercise of true freedom. Full and total control of Aboriginal and Torres Strait Islander peoples' safety, healing, connections to land, country, culture, communities, and futures.

FREE FROM VIOLENCE Everyone has the right to live free from family violence and the fear of family violence.

CULTURAL RESPECT Recognising the cultural diversity that exists among our staff, clients and their families. Respecting the rights, views, values and expectations of Aboriginal and Torres Strait Islander peoples.

HOLISTIC APPROACH Encompassing the wellbeing of an individual, family and community. Recognising not only the physical but the social, cultural, spiritual, emotional and environmental influences of health and wellbeing.

INTEGRITY, TRUST and HONESTY in all our activities. Treating everyone equally, with courtesy, honesty respect and fairness. Being non-judgemental, and modelling ethical behaviour and practice.

ACCOUNTABILITY and PROFESSIONALISM Commitment to delivering safe and professional services to the community. Ensuring cultural appropriateness. Respecting personal and diverse boundaries and practices. Delivering outcomes for clients, community and the organisation.

COLLABORATIVE RELATIONSHIPS with our clients, community, partner agencies, governments and stakeholders to ensure coordination.

KINDNESS, COMPASSION, COURTESY and DIGNITY in our relationships with our clients, our stakeholders and with each other. Valuing the diversity of people and showing proper regard for their interests and **HUMAN RIGHTS**.

POSITION DESCRIPTION



CHILD SAFE YWAHS is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement. YWAHS is an equal opportunity employer and has a smoke-free workplace policy.

MARAM This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 1) which requires mandated MARAM Family Violence Comprehensive training and MARAM Comprehensive responsibilities.

Role Purpose

The Case Manager is committed to client focussed service delivery to engage in a trauma informed and multi-disciplinary approach to healing. They will work collaboratively with clients to develop individualised intervention plans, support plans and referrals. They will provide crisis intervention and support for clients who have experienced Family Violence, historic trauma or sexual assault. In performing this role, they will facilitate a holistic and integrated care approach through collaborative case management and interagency consultation.

Other duties include goal setting, group work, advocacy and information and stakeholder engagement.

The role requires you to contribute towards the improvements of YWAHS service delivery as part of an integrated model (i.e.: wrap around services for clients and their families.)

Key Accountabilities

Reporting and Other Requirements

- Maintain up-to date client records
- Input data on a daily basis into appropriate data systems (e.g., IRIS)
- Participate in regular supervision and external clinical supervision as negotiated with Manager, including development and implementation of work plans.
- Contribute to the development and implementation of YWAHS organisational plans.
- Understanding the needs of their client, from both practical every day and holistic views.
- Writing up plans and agreements and negotiating these with the client and stakeholders.
- Establishing referral pathways to services the client requires, according to their agreed plan.
- Advocating and supporting clients with services they require (such as Centrelink, housing, medical or legal).
- Ensuring agreements and plans are completed with the client and person centred.
- Organising and attend care team meetings or other professional meetings as required
- Setting schedules, timelines, tracking milestones and reporting on progress.
- Conducting risk assessments and ensuring paperwork is accurate and complete.
- Problem-solving, negotiating solutions and enabling progress.
- Willing to travel for outreach and to other YWAHS sites due to supporting clients in a large geographical area.

Performance and Development

- Participate in the YWAHS professional development activities, regular clinical and general supervision, the development and implementation of workplans and debriefing sessions where required and the organisation's performance review process.
- Monthly Clinical Supervision with external provider.
- Actively take responsibility for maintaining professional knowledge and skills and obtain documented.
- Evidence of relevant continuing professional development as required.
- Continuously review processes and systems and implement improvements where appropriate.

POSITION DESCRIPTION



Other employee requirements

Quality and Risk Management

Actively participate and incorporate continuous quality improvement and sound risk management principles to all aspects of the role and in accordance with YWAHS policies.

Workplace Health and Safety (WH&S)

- Ensure a safe working environment is maintained for all YWAHS staff and clients.
- Ensure all WH&S processes and procedures are adhered to.
- Ensure all safety signage is in full view and in a language that is clear and precise.
- Ensure risk assessments are completed and authorised prior to the commencement of activities.

Cultural Diversity

Actively participate in a continuous process of developing cultural competence by broadening knowledge of and respect for diverse individuals and communities, with particular emphasis on the Wellington and East Gippsland demographic.

Teamwork

Work proactively with all members of the YWAHS Team in supporting the organisations aspirations and its strategic aims.

Other

May be required to perform other duties not specified within this document but commensurate with their classification, experience, and skills.

Required knowledge and skills (key selection criteria)

Education & Experience

- A relevant qualification and/or equivalent certification from a nationally accredited provider in the area of social welfare, counselling, social work, family therapy, psychology, creative arts therapies, or community mental health nursing or criminal justice system.
- A minimum Bachelor level qualification in Social Work or recent employment in the family violence sector or equivalency met through the 7 Equivalency Principles in line with the minimum mandatory qualification requirements. Please see <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> for further information.
- Demonstrated understanding of family violence, sexual assault/abuse, trauma-informed care, and practice
- Demonstrated knowledge and experience of trauma informed care and practice and ability to work within a 'strength-based approach'.
- Demonstrated knowledge and experience in working therapeutically with children, young people and adults who have experienced violence, abuse, and trauma.

Essential knowledge and skills

- Experience and understanding of child protection system, family violence services, alcohol and other drugs and/or the justice system.
- Understanding Family Violence and counselling clients with complex needs.
- An understanding and utilising MARAM Family Violence Risk Assessment Framework to assess risks and develop safety plans for Aboriginal clients.
- Demonstrate an understanding of information sharing.
- Demonstrate an understanding of group work.
- Understanding of Aboriginal culture and the history of intergeneration trauma, with a theoretical understanding of the issues underpinning family violence and therapeutic interventions in an Aboriginal cultural context.

POSITION DESCRIPTION



- Sound computer skills including use of email, internet, production of quality documents, and ability to maintain database.
- Demonstrated excellent verbal communication, organisational and administrative skills
- Demonstrated flexibility and willingness to work both independently and effectively as part of a multi-disciplinary team.

Mandatory role requirements

- Current satisfactory National Police check
- Valid Working with Children check (WWC)
- Current Victorian Drivers Licence
- Travel between sites will be required
- COVID Vaccination (3 doses)

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POSITION DESCRIPTION



Job Demands Checklist

YWAHS endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency Definitions

I	Infrequent	Activity required occasionally, not necessarily all shifts
O	Occasional	Activity required occasionally, not necessarily all shifts
F	Frequent	Activity required most shifts, up to 50% of the time
C	Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A	Not applicable	Activity not performed

Normal workplace aspects of the role		Frequency				
Demands	Description	I	O	F	C	N/A
Sitting	Remain seated to perform tasks				X	
Standing	Remain standing to perform tasks		X			
Walking	Periods of walking required to perform tasks			X		
Bending	Forward bending from waist to perform tasks		X			
Kneeling	Remaining in a kneeling position to perform tasks		X			
Lifting/Carrying	Light lifting and carrying		X			
Lifting/Carrying	Moderate lifting and carrying - e.g. trolleys, tubs, car seats, shade structures, eskies. Lifting/moving tubs of materials & equipment in/out of cars and from store to activity rooms for activities.		X			
Lifting/Carrying	Assisted lifting (lifting with assistance from another person) – e.g. shade structures, eskies	X				
Lifting/Carrying	Level of fitness required for physical activities such as moving trailer and attaching and detaching from vehicle					X
Driving	Driving to and from activities across the region and transporting equipment and passengers		X			
Climbing	Ascending and descending ladders					X
Pushing/ Pulling	E.g. Moving trailer and attaching and detaching from vehicle.					X
Repetitive	Use of keyboard, typing, entering data etc.		X			

I confirm that I have read and understood this position description and believe that I am able to carry out the requirements of this role safely and effectively and that the conditions and requirements therein form part of my contract of employment.

X
Employee signature

X
Employee name (Printed)

Date: