

POSITION DESCRIPTION

Title:	Case Manager-Domestic, Family, Sexual Violence
Award:	Social, Community, Home Care and Disability Services Industry
Classification:	Community Services Worker Level 3

Position Objective:

To provide effective client-focused and trauma-informed case management and support to Aboriginals experiencing DFSV.

Role Description:

The case manager's position is to ensure efficient, effective, and timely case management for clients experiencing complex issues. Case management will include, but not be limited to, client interviews and working with clients to identify and address clients' needs, home visits, referrals and advocacy, case planning, safety planning, support, and mentoring, and working with external service systems to promote client connection.

This role collaboratively works with clients to address complex issues and needs identified by the client to reduce risks, create positive change, and have achievable outcomes that meet their needs.

Primary Responsibilities:

Values, Sanctuary and Culturally Inclusive Practice

- Work in alignment with the Sanctuary Model Pillars, Anglicare's Values, and Anglicare's Code of Conduct.
- Commit to training in the trauma-informed Sanctuary Model and implementing this model of care in your daily work with individuals and families.
- Collaborate with and advocate for the needs of Aboriginal people who are victim-survivors of DFSV.
- Maintain respectful relationships with stakeholders, government departments and the community to provide an integrated approach to service delivery.

Supporting our families, children and young people.

- Develop and implement case plans for individual clients, families, children, and young people in collaboration with other engaged services and supports to address their short-term and long-term needs.
- Work closely with families to advocate and ensure their voices are heard in all case planning, goal setting, and considerations.

- Work respectfully with individuals and families to ensure their participation in setting case plan goals is both achievable and realistic.

Administration, Supervision and Record keeping

- To keep accurate records, files and reporting requirements consistently and clearly that ensures compliance with all Standards, legislation, Policies and Procedures.
- Timely input to our client management databases to ensure compliance with standards and legislative requirements.
- Actively engage and participate in monthly Sanctuary supervision with your line manager.
- Work in accordance with Anglicare's overarching operational priorities and relevant policies and procedures.
- Commitment to training and participating in professional development activities.
- In addition to these responsibilities and duties, you are expected to undertake other responsibilities and duties as assigned by Anglicare from time to time.

Qualifications:

- Relevant qualifications in the Human Services field are required. Minimum Diploma of Community Services or equivalent; degree qualifications preferred.

Key skills and experience:

- At least two years' experience in a family, domestic and/or sexual violence-related role
- Demonstrated experience in developing and implementing victim-survivor case management.
- Experience in working with Aboriginal people, communities and/or organisations is essential.
- Effective collaboration/networking skills.
- Demonstrated skills in advocacy, liaison and conflict resolution.
- Excellent interpersonal and written communication skills.
- Well-developed computer literacy skills.
- Strong administrative, organisational and time management.

Key knowledge areas:

- Knowledge and understanding of the Community Services sector.
- Sound knowledge base of how issues of trauma and crisis may impact families and individuals.
- Demonstrated understanding of the dynamics, complexities and legal and social welfare consequences of DFSV
- Knowledge of and ability to identify child protection issues and understand legislation and reporting requirements.
- Person-centered service delivery.

Other Requirements

- Current Working with Children's Check
- Current driver's licence

Reports to:

Coordinator