SEWACS Budjangal
Support Services

Ph: 02 6492 2088
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admin@sewacs.org.au

Position Description

ROLE	Case Manager
	Being a woman is a genuine requirement for this position under Section 31.2H of the Anti-Discrimination Act 1977
SECTION	Staying Home Leaving Violence (SHLV)
RESPONSIBLE TO	SHLV Program Manager
STATUS	Permanent after a six-month probation period
LOCATION	Bega, covering Bega Valley
HOURS	Four days a week (32 hours)
TERMS & CONDITIONS	Employment conditions as per Social, Community, Home Care and Disability Services Industry Award 2010 Level 4. For more information:

http://www.fwa.gov.au/documents/modern_awards/award/ma000100/default.htm

We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. Aboriginal and Torres Strait Islander women and women from culturally and linguistically diverse backgrounds are strongly encouraged to apply.

About SEWACS Budjangal

SEWACS (South East Women and Children's Services) is a feminist, community organisation providing innovative, holistic, client-focussed homelessness, domestic violence and youth support services across Bega Valley and Eurobodalla Shires.

Vision

Break the cycle of Domestic and Family Violence, and homelessness in our region.

Values

We believe in:

- Being an open, welcoming and trusted place. We promise to be genuine, to listen with empathy and kindness, and without judgement.
- Feminism guiding our work. This means we recognise, celebrate and support every person's uniqueness, strengths, and their right to determine their own path.
- Everyone's fundamental right to safety and security. We are activists and grassroots drivers of positive change.
- Owning and being honest about what we do and why we do it. We are committed to learning and doing better together by sharing knowledge and practice.
- Staff wellbeing by providing staff with flexible work arrangements and career development.

About the Program

Staying Home Leaving Violence is a specialist domestic and family violence service covering the Bega Valley and Eurobodalla Shires. The program assists women and their children who have separated from a violent partner or family member. The program aims to improve outcomes for women and children by supporting them to live in the home of their choice. Support is needs-based and not time-limited. It may include client advocacy, emotional support, safety planning, risk assessment, assistance at court, safety equipment and security upgrades. Participation is voluntary for clients.

Purpose of the position

The Case Manager will work with the Program Manager, other staff and Management to provide appropriate and effective services for women and children experiencing domestic and family violence to remain safely in their own home or in a home of their choice.

The Case Manager will assist individuals and families to build a strong and sustainable future through active and integrated case management, coordination of services, security measures, safety planning, trauma informed support, advocacy and referral, and assistance to maintain safe housing.

DUTIES

- Provide comprehensive case management support to clients including crisis intervention, preparation and implementation of case plans, practical and emotional support and coordination of services
- Conduct risk assessments and safety audits
- Provide information on relevant community resources that may assist clients
- Provide information and referral services to non-government and statutory organisations, community organisations and individuals when requested
- Maintain service databases and ensure accurate up to date and concise information and case notes are recorded for all clients
- Transport adults and children in service vehicles to relevant agencies where appropriate
- Work within the team and program manager regarding referrals and case allocation.
- Co-present education and information sessions to community groups and organisations.
- Participate in internal and clinical supervision and annual (or as otherwise directed) worker appraisals.
- Work collaboratively and respectfully with all SEWACS staff and management.

RESPONSIBILITIES

- Be actively informed of all SEWACS policy and procedures.
- Maintain strict confidentiality at all times.
- Understand and implement the principles of working as a member of a team.
- Attend and actively participate in work related conferences, meetings and training courses as required, some of which may be outside the local area and require overnight stays.
- Carry out work in accordance with the current policies and procedures of SEWACS, guidelines of the association, common law and funding agreement guidelines.
- Be aware of and adhere to relevant legislation and mandatory obligations pertaining to adults and children. In particular, Child Protection legislation, Interagency Guidelines and legal responsibilities for reporting children at risk.
- Ensure that the service is provided with particular sensitivity to the individual and cultural needs of all clients.

- Develop and maintain networks with relevant community and departmental agencies and individuals.
- Undertake tasks as directed by the Program Manager and Executive Officer.
- Participate in community development projects and structural advocacy activities as required
- Work within a feminist framework and have a commitment to empowering women and children
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own well-being in the workplace.
- Travel to Eurobodalla as required for program development and case management tasks.

COMMUNICATION

- Keep written records and statistics of all clients accessing the service.
- Participate in the evaluation and implementation of SEWACS Strategic and Operational Plans.
- Bring to the PM and EO issues that may inhibit the smooth operation of the service.
- Participate in external supervision, internal supervision with your program manager and annual (or as otherwise directed) worker appraisals.
- Attend meetings as requested by the Program Manager and Executive Officer.
- Work collaboratively and respectfully with all SEWACS staff and Management.

SELECTION CRITERIA

Essential Skills and experience required

- Highly regarded but not essential, tertiary qualifications in social or behavioural sciences or appropriate experience. A minimum qualification of Diploma Community Services Welfare or equivalent with a minimum of 2 year's experience working within the domestic violence field.
- Ability to work within the framework of a feminist philosophy and a trauma-informed approach.
- Demonstrated knowledge of issues pertaining to domestic and family violence and the effect on women and children.
- Awareness of the specific issues arising for Aboriginal people and people from non-English speaking background, LGBTQI+, women with disabilities and children experiencing domestic violence.
- An awareness of cross-cultural issues and an understanding of how these relate to the work of the organisation.
- Good interpersonal skills, including the ability to engage clients and show empathy whilst maintaining professional boundaries.
- Good oral and written skills including ability to communicate effectively with staff, clients and other service providers.
- An ability to relate compassionately and effectively with children.
- An understanding of family dynamics in relation to domestic and family violence.
- Comprehensive computer skills and be adept and willing to learn new software/databases.
- Willingness to learn practical skills in installing basic safety equipment.
- Developed skills in prioritising tasks and managing time.

Other Requirements

- Successful 'Working with Children' and Criminal History Police Checks.
- Current Drivers Licence.
- Able to attend training as requested.

Please provide:

- names and contact details of two recent work referees
- a cover letter addressing how you meet the selection criteria
- a current resume
- a current NSW Police check

For further information please contact Jessie Loader, Program manager on 0447 150 590.

Applications for this position should address the key selection criteria and be forwarded to: admin@sewacs.org.au and with CONFIDENTIAL Case Manager SHLV in subject heading.