



**POSITION TITLE: CASE MANAGER**

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| <b>Position Title</b>             | Case Manager<br>(Family and Domestic Violence)  | <b>Program / Funding Stream</b> | Strong Indigenous Families |
| <b>Position Classification</b>    | HPCS Level 3 – 4  | <b>Finance Funding Code</b>     | PMC46                      |
| <b>Reports To</b>                 | Program Coordinator   | <b>Direct Reports</b>           | Nil                        |
| <b>Program / Role Description</b> | Strong Indigenous Families is a program designed to assist address family violence in indigenous communities as part of the National Plan to reduce violence against women and their children. The Program is based on a whole family approach to address the causes of family violence. The Case Mangers role is responsible for working with the entire family to provide a combined case management and case work approach to intensively engage with families, assess their needs and provide immediate and continual support in the home whilst providing for ongoing support and referral to specialist services. |                                 |                            |
| <b>Qualifications</b>             | <b>Essential:</b> Diploma of Child, Youth and Family Intervention or equivalent   |                                 |                            |
|                                   | <b>Desired:</b> Relevant Degree or Graduate Certificate in Client Assessment and Case Management or equivalent  |                                 |                            |
| <b>Experience</b>                 | <b>Essential:</b> Minimum of two years case management experience that incorporates case management of trauma / Family and Domestic Violence  |                                 |                            |
|                                   | <b>Desired:</b> Previous experience in the field of Family and Domestic Violence for indigenous communities   |                                 |                            |
| <b>Prerequisites</b>              | National Police Records Check and Working with Children’s Clearance<br>Current Northern Territory Driver’s License  |                                 |                            |

| Key Result Area                                      | Responsibilities / Activities  | Standard Measure  |
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| <b>SERVICE DELIVERY</b>                              | <ul style="list-style-type: none"> <li><input type="checkbox"/> Work within organisational and program policies to ensure a high standard of service delivery</li> <li><input type="checkbox"/> The provision of wrap around case management to a maximum of 10 families at one time, 20 families over a 12-month period. (each over a 3 to 9-month period)</li> <li><input type="checkbox"/> Undertake risk needs assessment under the current NT Family Safety Framework Model</li> <li><input type="checkbox"/> Action based integrated service response to individual and families experiencing family of domestic violence or who are at high risk of injury or death</li> <li><input type="checkbox"/> Utilising the Common Risk Assessment Framework (CRAF) to identify and respond to risk factors associated with family violence and co-develop an appropriate Family Safety Plan with the family.</li> <li><input type="checkbox"/> Meet with families two to three times a week and provide appropriate care, which may include, but is not limited to: <ul style="list-style-type: none"> <li><input type="checkbox"/> Referral to: specialist family violence counsellors; social and emotional counselling, AOD counselling</li> <li><input type="checkbox"/> Provision of assistance to navigate other services and Government departments including but not limited to; Centrelink, housing, correctional services, family court, legal services, territory families, primary health care and other Wurli services</li> <li><input type="checkbox"/> Referral to external service providers</li> </ul> </li> <li><input type="checkbox"/> Perform any other case management services as required by the family</li> </ul> | <ul style="list-style-type: none"> <li>• Services delivered meets the stated objectives in accordance with the funding agreement, Wurli's Continuous Quality Improvement Program and related policies and procedures:- <ul style="list-style-type: none"> <li><input type="checkbox"/> Client Needs assessment completed in accordance with NT Family Safety Framework Model</li> <li><input type="checkbox"/> Family Safety Plans are developed utilizing CRAF</li> <li><input type="checkbox"/> All client records are accurate and comply with protocols and standards.</li> <li><input type="checkbox"/> Case management of 10 families at one time (20 over a 12 month period) each over a three to 12 month period</li> </ul> </li> </ul> |
| <b>PROGRAM DEVELOPMENT, NETWORKING &amp; LIAISON</b> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Liaise with relevant community groups and agencies and facilitate linkages with services and programs, which are appropriate to the needs of the clients</li> <li><input type="checkbox"/> Provide advocacy and support for issue impacting the family as identified</li> <li><input type="checkbox"/> Participate in the regular monitoring and evaluation of the program</li> </ul>  | <ul style="list-style-type: none"> <li>• Meet with all service providers on a quarterly basis to determine appropriate levels of service intervention and undertake secondary consults</li> </ul>   |

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|                                       |  | <ul style="list-style-type: none"> <li>• Active involvement and contribution to networking, advocacy, monitoring and evaluation of the program</li> </ul>   |
| <b>TEAM SUPPORT / SUPERVISION</b>     | <ul style="list-style-type: none"> <li><input type="checkbox"/> Engage and work closely with and with the relevant Community Engagement Support Officer (CESO) to assist with bridging cultural and language gaps</li> <li><input type="checkbox"/> Mentor and support Community Engagement Support Officers (CSEO)</li> <li><input type="checkbox"/> Attend and provide high level support to the CSEO in the organisation and delivery of the Health Relationship Workshops (in conjunction local community) to assist facilitate community empowerment.</li> <li><input type="checkbox"/> Actively participate and contribute to team meetings and other relevant events or organisational meetings as required</li> </ul>  | <ul style="list-style-type: none"> <li>• Co-operative and professional working relationships are developed and maintained</li> <li>• Attendance at required forums (meetings and other)</li> </ul>  |
| <b>ADMINISTRATION &amp; REPORTING</b> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain all necessary documentation to ensure that service user files and written information is up-to-date, complete and consistent with standards, such as but not limited to case management notes and electronic client records.</li> <li><input type="checkbox"/> Complete all reporting requirements (weekly, monthly and bi annual) to standard as required and within the required time frames.</li> <li><input type="checkbox"/> Assist in the preparation of program reports and submission as required</li> <li><input type="checkbox"/> Attend weekly internal referral intake meetings to establish most appropriate and timing of referrals to Wurli Services, or other such forums as required.</li> </ul> | <ul style="list-style-type: none"> <li>• Administrative functions are actively undertaken, accurate and timely</li> <li>• Administrative tasks meet Continuous Quality Improvement Program and other program related standards</li> </ul> |
| <b>WORKPLACE HEALTH &amp; SAFETY</b>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace</li> <li><input type="checkbox"/> Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety</li> <li><input type="checkbox"/> Promote and deliver in accordance with Wurli's risk management framework</li> <li><input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately</li> </ul>   | <ul style="list-style-type: none"> <li>• Adheres to Risk Management and WH&amp;S Policy and Procedures at all times</li> </ul>  |

| <b>CORPORATE IDENTITY</b>   | <ul style="list-style-type: none"> <li><input type="checkbox"/> Promotes and embodies Wurli’s vision and values</li> <li><input type="checkbox"/> Act as a role model for staff and clients</li> <li><input type="checkbox"/> Maintain professional networks that allow for good service delivery and continuity of care for patients</li> <li><input type="checkbox"/> Act in accordance with Wurli’s Code of Conduct</li> </ul> | <ul style="list-style-type: none"> <li>• Leads by example and promotes Wurli’s Values</li> <li>• Acts in a professional manner and maintains the reputation of the organisation and profession / service</li> <li>• Positively promotes the image of the organisation</li> </ul>  |
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| <b>Personal Characteristics / Qualities</b>   |   | <b>Job Competencies (Skills and Knowledge)</b>  |
| <ul style="list-style-type: none"> <li>• Service –user focused: Committed to and acts for well-being of internal and external service users, ensures needs of service users remain key focus</li> <li>• Good time management skills with a pro-active approach to timely follow up and completion of tasks.</li> <li>• Ability to build and manage credible and productive internal and external working relationships.</li> <li>• Ability to communicate sensitively and effectively with Indigenous people</li> <li>• Ability to self-motivate and self-manage while working in a dynamic environment.</li> <li>• Ability to multi task.</li> </ul> |   | <ul style="list-style-type: none"> <li>• Willingness to work within Wurli’s values and vision and adhere to quality improvement practices, policies and procedures</li> <li>• Demonstrated knowledge and understanding of Indigenous societies and culture, including issues effecting Indigenous people in contemporary Australian Society and knowledge of Katherine and surrounding communities</li> <li>• An ability to appropriately deal with pressure and maintain composure and effective communication when engaging with women and children in crisis.</li> <li>• Develop and cultivate collaborative partnerships and relationships</li> <li>• Excellent case management skills which include advocacy, assessment, development and implementation of tailored case plans</li> <li>• Implement and maintain appropriate case management records respecting clients right to privacy and confidentiality</li> <li>• Computer skills including the ability to use MS Office Suite, MS Outlook or equivalent.</li> <li>• Excellent written, communication and listening skills</li> </ul> |