

Position Description

POSITION TITLE:	Intensive Case Manager (Women and Children)		
REPORTS TO:	Family Violence Manager	WORK AREA UNIT:	Family Violence and Family services
FULL TIME OR PART TIME:	Full Time	PRIMARY LOCATION:	Croydon
DIRECT REPORTS:	Nil	JOB CLASSIFICATION:	SCHCADS Award level 5

ABOUT THE ROLE:

Boorndawan Willam Aboriginal Healing Service (BWAHS) Intensive Case Manager (ICM) position provides family violence case management support and case coordination to Aboriginal women and their children in the Eastern Metropolitan Region (EMR) impacted by family violence. Using a strengths-based approach, the ICM will undertake comprehensive needs and risk assessments of women and their children. The role of the ICM practitioner is to promote healthy family functioning including the safety from violence, overall safety, stability and development of Aboriginal children, young people and their families. Working collaboratively with Aboriginal families and communities to build child, family and community capacity and resilience through strong case management and effective case coordination.

A key focus of the role is to work in collaboration with other BWAHS programs, other Aboriginal Community Controlled Organisations (ACCO's), the Eastern Metropolitan Regional Family Violence Partnership and in collaboration with other support services to ensure a comprehensive integrated service delivery. The delivery of the service occurs primarily through outreach to families in their home and may involve working from multiple worksites.

KEY ACCOUNTABILITIES:

- Provide a culturally appropriate intensive outreach service to a full case load of Aboriginal families referred to the Women and Children's Intensive Case Management (ICM) Program.
- Support clients to identify their safety and support needs to assist them in developing a personal support plan to address priorities for themselves and their children.
- Undertake Family Violence Risk assessments (MARAM) to establish levels of safety and risk to families referred to the program.
- Put in place such steps, or make appropriate referrals, as required to immediately secure the safety of families.
- Undertake ongoing analysis of the families' safety and wellbeing including an analysis of family capacity to maintain safety for children in the family.
- Develop and maintain positive relationships with other Family Violence services and other government and community organisations to ensure multidisciplinary interventions as identified.
- Participate in regular clinical supervision as negotiated with the with direct line Manager.
- Undertake such training as required, as identified through a professional training needs plan developed in conjunction with direct line manager.
- Participate in BWAHS overall development and strategic direction as required.
- Contribute to a positive and culturally safe workspace.
- Maintain records including case notes, reports, plans and statistics within required timelines including data and reports required to meet BWAHS contractual obligations.
- Ensure that client records are in accordance with BWAHS quality/audit requirements.
- Hold a case load of ICM and integrated families services cases as required
- Other duties as required

KEY SELECTION CRITERIA:

1. An understanding of contemporary Aboriginal culture and transgenerational trauma.
2. Relevant tertiary qualifications or demonstrated relevant work experience.
3. Experience in working in the Family Violence sector or related area
4. Theoretical understanding of the issues underpinning family violence, particularly as it relates to the cultural context.
5. Experience in Case Management or Case Coordination with Aboriginal and Torres Strait Islander families, children or young people.
6. Ability to engage families of varying ages, stages and compositions who have multiple and complex needs.
7. Knowledge of services in the EMR and/or a willingness to learn.
8. Understanding of State and Regional Aboriginal Family Violence strategies and frameworks.
9. Basic computer skills including: Outlook, Word and data reporting applications (such as IRIS or SHIP).
10. Ability to work independently as part of a small team.
11. Willingness to embrace opportunities for professional development where appropriate.

OTHER REQUIREMENTS

- Current Victorian Driver's Licence
- Compliance with covid-19 vaccination mandates
- Willingness to obtain a Police Check and a Working with Children's Check
- Current basic first aid qualification or the willingness to obtain the qualification

KEY ATTRIBUTES FOR ALL EMPLOYEES

- **Commitment to BWAHS Vision, Mission, Values and Principles** – All employees must demonstrate commitment to the organisation's Vision, Mission, Values and Principles throughout employment activities and ensure individual development plans.
- **Self- Assessment and Reflection** – the capacity to recognise own feelings and those of others, for motivating ourselves and managing emotions well in ourselves and our relationships. To be resilient, capable of self-awareness, self-management, self-development, social awareness and relationship management, in order to contribute to a more effective and supportive organisational culture.
- **Ethical** – Reflects expected standards of behaviour and/ or Codes of Ethics.
- **Culturally Aware** – values social inclusiveness as a strength and positively utilises diversity.
- **Communication and collaboration** – Works with others to achieve common goals and disseminates information using appropriate media/ language to the right people at the right time.
- **Accountability** – Individual responsibility to deliver services with the relevant legislative and regulatory framework and in accordance with sound professional practice and business/ service management practice.
- **Consumer/ Client focussed** – Prioritises the needs of clients and the aims for the best outcomes for clients.
- **Work Health and Safety**- All employees will perform their duties in accordance with BWAHS Work, Health & Safety policy.
- **Privacy and Confidentiality** - All employees will perform their duties in accordance with BWAHS Privacy and Confidentiality policy.