

Position Description

POSITION TITLE:	Intensive Case Manager – Aboriginal Identified		
REPORTS TO:	Family Violence Services Manager	WORK AREA UNIT:	Family Violence Services
FULL TIME OR PART TIME:	Full Time	PRIMARY LOCATION:	Croydon
DIRECT REPORTS:	Nil	JOB CLASSIFICATION:	SCHCDS level 5

ABOUT THE ROLE:

Boorndawan Willam Aboriginal Healing Service (BWAHS) identified Intensive Case Manager (ICM) position provides family violence case management support and case coordination to Aboriginal and Torres Strait Islander women and their children in the Eastern Metropolitan Region (EMR) that are impacted by family violence. Using a strength-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 safety from violence, overall safety, stability and development of Aboriginal children, young people, and their families. Working collaboratively with Aboriginal families and communities to strengthen child, family and community capacity and build resilience through case management case coordination and connection to culture and community.

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 coordinated culturally informed and collaborative service delivery. The delivery of the service occurs primarily through outreach to families in their home and may involve working from multiple worksites.

BWAHS recognises lived experience and work experience within the community. BWAHS is able to provide a supportive safe environment that promotes shared learning and will provide opportunities to obtain relevant nationally recognised qualifications over the term of employment.

KEY ACCOUNTABILITIES:

- Provide a culturally appropriate intensive outreach service to Aboriginal and Torres Strait Islander families referred to the Women and Children's Intensive Case Management (ICM) Services.
- Represent BWAHS and support cultural programs and services as required.
- Support clients to identify their safety and support needs and assist them in developing an individually personalised support plan that addresses priorities for themselves and their children.
- Undertake Family Violence Risk assessments to establish levels of safety and risk to families referred to the program.

- Put in place appropriate measures, or make appropriate referrals, as required to support the safety of families.
- Undertake ongoing analysis of the families' safety and wellbeing including family capacity to maintain safety for children within their family and kinship structure.
- Advocacy, individual support, and referral for families who may be impacted by legal issues including Child protection interventions, civil matters such as intervention orders, Victims of Crime and or criminal matters.
- Develop and maintain positive relationships with other Family Violence services and government and community organisations to ensure multidisciplinary interventions as identified.
- Participate in regular clinical and internal supervision
- Undertake training as required, as identified through a professional training needs plan developed in conjunction with Family Violence Services 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 family services cases as required.
- Other duties as required.

KEY SELECTION CRITERIA:

1. Identify as Aboriginal and or Torres Strait Islander
2. Demonstrated experience of working with Aboriginal organisations, communities, and individuals in culturally safe appropriate matter.
3. An developed understanding of contemporary Aboriginal culture and the impacts of intergenerational trauma.
4. Relevant tertiary qualifications or demonstrated relevant work experience or willingness to undertake supported studies to obtain them.
5. Understanding the issues underpinning family violence, particularly as it relates to the cultural context.
6. Experience in providing support, Case Management or Case Coordination with Aboriginal families, children or young people and/or a willingness to learn.
7. Ability to engage families of all ages, stages who have experienced family violence , trauma and face challenges and require coordination of support
8. Understanding of Victorian Aboriginal Family violence strategies and frameworks and/or a willingness to learn.
9. Basic computer skills including: Outlook, Word and data reporting applications (such as IRIS or SHIP).
10. Ability to work independently and as part of a small team.
11. Willingness to embrace opportunities for professional development where appropriate.

OTHER MANDATORY REQUIREMENTS:

- Current Victorian Driver's Licence



- 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
- Given this is an Aboriginal Identified position you may be required to provide confirmation of Aboriginality.

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.