



Elizabeth Morgan House Aboriginal Women's Services

Western Outreach Case Manager – Position Description

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| Date: | |
| Employee: | |
| Position Title: | Western Outreach Case Manager |
| Location: | Northcote |
| Manager: | Service Delivery Manager |
| Status: | Full Time |
| Hours: | 38 Hours Per Week |
| Award: | Social, Community, Home Care and Disability Services Industry Award 2010 (SCHDSI) |
| Hourly Rate: | Enter Hourly Rate (As per award) (SCHDSI) |
| Classification: | (SCHDSI) |
| Exemption: | Exemption under section 28 of the Equal Opportunity Act 2010 to employ women only for Women's Service Programs. |

Elizabeth Morgan House Aboriginal Women's Service (EMHAWS) is the peak body in Victoria for Aboriginal women and Family Violence. We are proudly a community controlled organization that works consultatively with and takes direction from the community in all areas of our service delivery framework. The core aim of EMHAWS is to provide advocacy and support for the empowerment of Aboriginal women. We aim to provide safe, secure accommodation, support and counselling services to Aboriginal women and their children experiencing family violence.

EMHAWS provides a range of support services from crisis to recovery for Aboriginal women and children experiencing family violence.

Our service comprises of:

- Peak body for Victoria – advising Peak Aboriginal Organisations, Government and the wider NGO sector on issues affecting Aboriginal women and their families,
- Policy, research and advocacy on issues relating to Aboriginal women and their families living in Victoria,
- Training on Housing, Cultural Competency, and Case Management
- High security women's refuge – crisis accommodation services, intensive case-management, support and advocacy
- Outreach services - crisis and intake service, case management, support and advocacy services and court support
- Family violence housing crisis worker
- After-hours crisis service
- Family violence counselling for women
- Financial Counselling
- Children's Counselling Programs
- Short term projects

- And others as identified

Position Objective

EMHAWS Outreach Program provides support and advocacy to women and their children escaping / experiencing family violence within a case management framework.

The Western Outreach Case Worker will provide a case management function for up to 14 women and their children with multiple and complex needs including Mental Health, Drug & Alcohol, Child Protection and Legal issues.

EMHAWS is committed to the integration of services within the broader service system.

EMHAWS will ensure that all women and their children in the Western region are able to access a range of family violence support services, housing services and family support services within the Aboriginal and mainstream sectors.

The EMHAWS Western Outreach Case Worker will be primarily based at the EMHAWS Head Office and may spend 1-3 days per week in the Western Region, dependent upon identified service needs.

Reporting Relationship

This position reports to and is accountable to the Service Delivery Manager (SDM), as well as the broader Executive Management Team – which include the Chief Executive Officer (CEO) and the Business and Operations Manager (BOM).

Key Accountabilities

| KEY RESULT AREA | MAJOR ACTIVITIES |
|---|---|
| 1. Direct Service Delivery | <ul style="list-style-type: none"> • Liaise with Managers and co-workers to deliver a quality service for women and children who have experienced family violence and commit to the aims, policies and standards of EMHAWS. • Provide regular and ongoing face to face contact with women and their children at location where they are most comfortable • Coordinate the casework plan from initial contact, assessment, case planning and review right through to exit planning. • Undertake a comprehensive risk assessment as part of the initial assessment and then periodically as required. • Develop and review a comprehensive safety plan with women and their children. • Provision of advocacy on behalf of women and their children to promote access to required services. • Provision of intake, court support, secondary consult. |
| 2. Client Contact Responsibilities | <ul style="list-style-type: none"> • Support women and children with exit planning as per their case plan. • Assist women with housing supports and options: including applications for private rentals and applications to Office of Housing as per case plans. • Management of a number of applications for transitional properties. |

| KEY RESULT AREA | MAJOR ACTIVITIES |
|---|---|
| | <ul style="list-style-type: none"> • Case management support to women and their children in transitional properties. • Provide information referrals and advocacy. • Engage in case plans relevant to the specific needs of the woman. • Encourage women to be self-caring, engaged in community, and assessing their future pathways. • Encourage women to make empowered decisions and inform service users of their rights. |
| 3. Administration | <ul style="list-style-type: none"> • Undertake varied administration tasks; i.e. filing, updating case notes, checking that client information is current. • Maintain concise, accurate and legible records including case notes, form completion and reports as required according to program guidelines. • Maintain client files in a safe, secure place as per confidentiality policy. • Maintain accurate statistical data as required by EMHAWS, DHS (IRIS) and SAAP (SMART/SHIP). • Actively participate in workers meetings, evaluation sessions, agency days and scheduled training. • Monthly report about the work of the position, given to SDM • Participate in service quality improvement process to promote excellent service • Maintain accurate files and collect data as directed by the SDM • Undertake other duties as directed. |
| 4. Program Development | <ul style="list-style-type: none"> • Establish effective working relationship with partner agencies providing services and support to women and children who have experienced family violence. • Participate in local, regional and state wide meetings or networks to advocate regarding the issues confronting women and their children who have experienced family violence in consultation with the SDM. • Represent the program on relevant committees, groups and networks in consultation with the SDM. • In conjunction with other team members undertake program promotion, presentations and community education and training activities to other relevant groups. • Assist in the development and implementation of new projects or initiatives relevant to supporting children who have experienced family violence. |
| 5. Personal & Professional Development | <ul style="list-style-type: none"> • Continually develop both personally and professionally to meet changing needs required by the role • Attend training sessions provided by the organisation and be actively involved in other training as required by the organisation and as directed by your direct supervisor • Participate in the performance management process as required |

| KEY RESULT AREA | MAJOR ACTIVITIES |
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| 6. Continuous Improvement | <ul style="list-style-type: none"> • Demonstrate understanding and application of the organisation's internal policies and procedures • Demonstrate understanding of all relevant external legislation relating to this position • Participate in and contribute to quality improvement programs and other activities to meet Service and Accreditation standards as required • Participate and contribute in OH&S activities to ensure a safe work environment for service users, community, staff and visitors • Performance of other duties as required |
| 7. Networks & relationships | <ul style="list-style-type: none"> • Act in a professional manner at all times when dealing with internal and external stakeholders • Positively promote the organisation both internally and externally • Maintain confidentiality on all issues relating to the Organisation • Attend and participate in network meetings, conferences and information sessions as required by the organisation and as directed by your direct supervisor |

Key Capabilities

| CAPABILITY | INDICATORS |
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| Cultivates Productive Working Relationships Develop and encourage connections Communicate with support and care | <ul style="list-style-type: none"> • Identifies who needs to be involved, actively shares information and ensures others are kept informed of issues. • Connects the right people to support a client or achieve an outcome. • Delivers both oral and written messages directly and clearly with a sensitivity to the audience. • Uses active listening to ensure understanding of others. • Shows interest in others' views. |
| Delivers Quality Outcomes Achieves client focused results Adapts to, supports and manages change | <ul style="list-style-type: none"> • Is sensitive to clients' heritage, traditions and identity. • Responds in a prompt and sensitive manner to clients' requests so that the client feels supported and accepted. • Seeks to understand clients with complex needs and is flexible in meeting needs. • Advocates around the needs of the clients. • Adapts to a changing environment. • Responds in a positive and flexible manner to change. |
| Thinks Clearly Harnesses information and exploits opportunities | <ul style="list-style-type: none"> • Knows where to find information, and asks questions to ensure a full understanding of an issue. • Uses common sense to recognize the importance of available information. |

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| <p>Solves problems Obtains perspective through reflection, theory and experience</p> | <ul style="list-style-type: none"> • Seeks to use any appropriate, available avenue to engage clients, the community, other staff and key stakeholders. • Makes sound decisions using defined procedures and practices which includes formal, informal supervision and team meetings. • Proactively identifies problems in work area and proposes solutions. • Uses reflective practice to actively learn from experience. • Uses mistakes as opportunities for learning and personal growth. • Applies the theories and perspectives learned in training to the role. |
| <p>Manages Self Controls and manages own emotions and behavior Develops healthy protective behaviors</p> | <ul style="list-style-type: none"> • Reflects on own behavior and the impact on others. • Monitors own emotional reactions and responds to pressure and frustration in a controlled manner. • Establishes and maintains strong boundaries with clients and between work and personal life. • Practice self-care • Maintains energy and willingly invests extra effort when required. • Bounces back after setbacks. |

Key Relationships

| INTERNAL | PURPOSE OF CONTACT |
|---|---|
| <p>Chief Executive Officer (CEO)</p> | <ul style="list-style-type: none"> • Direct reporting of Organisational governance, risk, compliance and management issues • coordination and direction of tasks |
| <p>Service Delivery Manager (SDM)</p> | <ul style="list-style-type: none"> • Line management, coordination and direction of tasks. • Supervision • Performance Reviews |
| <p>Business and Operations Manager</p> | <ul style="list-style-type: none"> • General support and contact for finance and operational queries |
| <p>EMHAWS Staff</p> | <ul style="list-style-type: none"> • Communicate and work effectively within a team environment |
| EXTERNAL | PURPOSE OF CONTACT |
| <p>External meetings as directed by the line manager</p> | <ul style="list-style-type: none"> • Representation of organization • Communication and information sharing across all programs of the organization • Maintain and strengthen existing relationships |

Knowledge, Skills and Experience Required (Selection Criteria)

Essential

- A demonstrated understanding and ability to adhere to the family violence framework
- A post-secondary qualification in a relevant social work or community development discipline, or equivalent experience
- Demonstrated ability to work autonomously at various locations
- A demonstrated understanding of the cultural and specific needs of Aboriginal women and children experiencing or escaping family violence
- Experience and demonstrated ability in, providing crisis intervention support, case-management and advocacy for women and children
- Excellent communication skills, including the ability to liaise effectively across a wide range of Indigenous and non-Indigenous agencies
- A demonstrated knowledge (or willingness to undertake training) in reporting mechanisms used within SAAP funded sectors, including use of SHIP database, segment 1 applications, and Microsoft Office Suite.
- Experience with (or willingness to undertake training) in housing applications
- A full current license to drive a motor vehicle in Victoria is required
- Ability to obtain a working with children's check and police check

Desirable:

- CRAFF Training
- Qualification and/or Training in Social Housing and/or Family Violence
- SHIP Database Experience
- Experience working in a similar role or within a family violence organisation

Inherent Requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position, for assessment by you and/or your medical practitioner.

| ELEMENT | KEY ACTIVITY | FREQUENCY |
|-----------------------------|---|------------------|
| Work Environment | Manage demanding and changing workloads and competing priorities. | Daily |
| | Work in a team environment. | Daily |
| | Work in different geographic locations. | Daily |
| | Be exposed to all outdoor weather conditions. | Daily |
| | Work in unstructured environments (e.g. outreach). | Daily |
| | Work office hours with the possibility of extended hours. | Regular |
| | Work on-call after hours. | Occasional |
| | Work in an open plan office. | Daily |
| | Work in buildings which may be two-storey. | Daily |
| | Sit at a computer or in meetings for extended periods. | Daily |
| | Work in an environment with competing demands. | Daily |
| | Present at court and other jurisdictions. | Regular |
| People Contact | Work with clients who may have a physical or sensory disability. | Occasional |
| | Liaise with government, non-government and community organisations. | Regular |
| | Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police. | Regular |
| | Interact with clients and members of the public who could display verbal or physically challenging behaviour. | Regular |
| | Facilitate access to specialist, generic and community services. | Daily |
| | Undertake training and professional development activities. | Regular |
| Administrative Tasks | Undertake basic administrative tasks which may include the following: computer work, filing, completing case notes, client plans and records, concentrating for long periods of time, managing resources and researching information. | Daily |
| | Undertake intensive administrative tasks, which include report writing (e.g. financial reports), | Daily |

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| | participating in meetings, analyzing information and data, and concentrating for long periods of time. | |
| | Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards. | Daily |
| Transport | Drive vehicles possibly over long distances and in all traffic and weather conditions. | Regular |
| | Drive vehicles with possible distractions from client behaviour, verbal or physical. | Occasional |