



Women's Safety Services SA

Job & Person Specification –Service Delivery

Position Title:	Domestic Violence Case Manager		
Classification:	SCHADS Level 5		
Location:	Accommodation Services		
Last Reviewed	23/09/2020	Review Due	23/09/2021

Role Reports to:	Program Manager
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KEY PURPOSE OF THE POSITION

The Domestic Violence Case Manager will contribute to alleviating the effects of domestic and family violence through the provision of specialised case management and crisis support responses to ensure quality outcomes are achieved for women and children affected by domestic violence. Case Managers are also required to undertake risk assessments and safety planning for clients to ensure their ongoing safety, and maintain accurate and up to date client records in accordance with legislative and contractual requirements.

THE ORGANISATION

WSSSA is a women's and children's domestic and family violence service that provides an integrated response to its clients through the provision of specialised, accessible and flexible models of service delivery. WSSSA has a strong and varied history, delivering services across diverse cultures and backgrounds. Our practice model is underpinned by a safety first approach which seeks to ensure that the safety and empowerment of women and their children is paramount in all aspects of service delivery and advocacy.

VALUES AND PRINCIPLES

We value and are committed to:

- Safety
- Diversity and Equity
- Respect
- Responsiveness, Flexibility and Innovation
- Knowledge and Accountability
- Community responsibility

KEY WORKING RELATIONSHIPS

- Program Manager
- Program Team
- Clients of WSSSA
- All WSSSA staff
- External stakeholders and suppliers



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KEY RESULT AREAS

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| <ul style="list-style-type: none">• Deliver crisis intervention and case management services to women and children impacted by domestic violence;• Conduct initial needs assessments, and implement quality case plans in consultation with clients, and monitor and review client case plans to ensure ongoing safety;• Undertake risk assessments and safety planning that promotes the ongoing safety of women and children;• Promote quality service responses which are underpinned and informed by a deep understanding of the challenges of domestic violence, as well as aligned with WSSSA values and our practice model;• Develop and maintain partnerships with government, non- government and community organisations that promote and enhance positive outcomes for clients of accommodation services;• Ensure case notes meet legislative and organisational requirements, are up to date at all times, and that relevant details are entered into client databases;• Seek approvals for program or client related expenses as per WSSSA guidelines;• Maintain the confidentiality of client information as required by WSSSA Policy;• Participate in quality improvement programs and activities to meet Service Excellence Standards;• Provision of after-hours crisis response to clients. |
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PERSON SPECIFICATION

Essential Qualifications

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| <ul style="list-style-type: none">• Degree or diploma in Social Work, Social Sciences, Community Services and/ or experience commensurate with the position. |
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Competencies and Experience

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| <ul style="list-style-type: none">• Significant experience in the provision of case management responses and crisis interventions in a domestic violence or strongly related setting;• Excellent knowledge of theoretical approaches and foundations applicable when working with women and children experiencing domestic and family violence;• Demonstrated ability to plan and manage complex caseloads and to negotiate successful outcomes for clients;• High level written and verbal communication skills, demonstrated empathy, and experience in working with diverse and vulnerable people;• Strong attention to detail, and sound administration skills, including ability to use MS suite of products and client databases to maintain client records;• Experience in developing and maintaining relationships with government and non-government and community organisations;• High level of adaptability and ability to take initiative to work independently, and as part of a team;• Ability to maintain a high degree of confidentiality, integrity and honesty; |
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- Solid understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence;
- Knowledge of legislation as it relates to domestic violence.

SPECIAL CONDITIONS

- Current full Driver's License and able to drive;
- The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check;
- Must be able to work outside normal hours in an on call capacity as required
- Flexibility to work cross functionally, and/ or move between WSSSA programs as required, to ensure the achievement of service and operational requirements across the organisation.

GENERAL DUTIES & RESPONSIBILITIES

- Promote and implement high quality services to clients of WSSSA in alignment with WSSSA Practice Model, Service Delivery policies and procedures, WSSSA values and WSSSA Code of Conduct.
- Faithfully and diligently, perform the duties consistent with this position as may be varied from time to time by the organisation.
- Comply with all laws applicable to the performance of this position and not to enter into any arrangements or understandings that conflict with your duties as a team member of the organisation.
- Ensure the health and safety of yourself and others by complying with WSSSA's Work, Health & Safety policies, procedures and guidelines.

Duty as a Public Officer

- As a Public Officer, as per the Independent Commissioner against Corruption (ICAC) definition, you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI), any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.

<p>Prepared by Name: Rachel Lucas Role Title: People & Culture Manager</p>	<p>Date: 24/09/2020</p>
<p>Approved by Name: Role Title:</p>	<p>Date:</p>