



Job & Person Specification

Title of Position:	Domestic Violence Case Manager
Classification:	Level 5
Location:	Domestic Violence Service
Reports To:	Program Manager

KEY PURPOSE OF THE POSITION

The Domestic Violence Case Manager will contribute to alleviating the effects of domestic and family violence experienced by women and children through the provision of both crisis intervention and case management services.

The provision of case management and coordination of support services to at risk families.

The Domestic Violence Case Manager will contribute to the development of coordinated approaches to service delivery across key stakeholders groups.

KEY WORKING RELATIONSHIPS

- Accountable to the Manager for the delivery of crisis intervention and case management services to women and children experiencing domestic and family violence.
 - Responsible to the Women's Safety Services SA (WSSSA) team for contributing to a productive environment that is based on WSSSA values and principles.
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COMPETENCY PROFILE

- Understanding of contemporary gender issues pertinent to women's and children's health and wellbeing.
 - Experience working with women and children affected by domestic and/or family violence.
 - Understanding of systems and navigation of systems that facilitates quality outcomes for women and their children.
 - An understanding of social justice principles.
 - Ability to prioritise competing needs and demands of clients.
 - Commitment to a collaborative, proactive and strengths based approach to case work.
 - Interpersonal and relationship development skills.
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KEY RESULT AREAS

Service Responses

- Promote and implement quality service responses which are underpinned and informed by WSSSA values and service delivery model.
- Adhere to, comply with and implement service elements as outlined in the Women's Safety Services SA (WSSSA) Service Agreement with Housing SA, Department for Communities and Social Inclusion.
- Adhere to legislative requirements that inform the work of WSSSA.
- Provision of initial response and assessment to identify presenting and longer term needs.
- Undertake risk assessments that seek and promote the continued safety of women and children.
- Development and implementation of quality case plans as directed by women and children.
- Monitor clients' safety, wellbeing and review case plans in consultation with clients and stakeholders according to service requirements.
- Provision of a comprehensive, coordinated and integrated range of services in a flexible and timely manner.
- Initiate, develop and maintain partnerships with government, non- government and community organisations that promote and enhance quality outcomes for women and children.
- Through advocacy promote and enhance referral pathways and responses to women and children affected by domestic and family violence.
- Identification and advocacy to address service gaps.
- Provision of after-hours crisis response to clients of WSSSA.

Human Resources

- Contribute to service planning, assisting in the development of objectives and targets that facilitate the improvement of WSSSA programs.
- Identify and participate in training and development opportunities as part of continued professional development.
- Seek out and participate in formal and informal supervision from Manager.
- Actively acquire knowledge about resources and services that support and enhance services to women and children.
- Contribute to building and maintaining a positive workplace culture, by sharing knowledge and experience with colleagues.
- Adhere to legislative requirements that inform the management of WSSSA workforce.

Finance

- To seek approvals for all program and client related expenses as outlined in WSSSA guidelines.
- To keep appropriate records and receipts for purchases made as outlined by WSSSA guidelines.



- Seek potential financial and donation opportunities that enhance services to women and children.
- Provide case studies as required to support relevant funding and grant applications.

Organisational Processes

- Ensure case notes meet legislative and organisational requirements, and that they are up to date at all times and outputs entered into H2H Database.
- Implementation and adherence to DCSI and WSSSA requirements in relation to data collection.
- Maintain the confidential preparation and storage of accurate, organised and up to date client case notes and files.
- Participate in internal WSSSA meetings as well as relevant internal and external committees and groups as required.
- Actively contribute to the development of community understanding of domestic and family violence.
- Support the development, maintenance and compliance of best practice WH&S policies and guidelines, recommending improvements to systems to minimise work place hazards and ensure safe work practices.
- Participate in quality improvement programs and activities to meet Service Excellence Standards.
- Participate in the development and review of policies and programs in conjunction with Management.
- 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 an issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Office your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.

Person Specification

Desired/Essential qualifications

- A degree or Diploma in Social Work, Social Sciences, Community Services, Human Services, Health Sciences and/or experience commensurate with the position.
- Program Management skills and experience
- Knowledge of issues pertaining to homelessness, addiction and mental health
- Understanding of legal systems pertaining to women and children experiencing domestic and family violence.

Competencies and experience



- Significant knowledge and experience in the provision of case management responses and case work interventions.
- Sound knowledge and experience in crisis intervention.
- Knowledge of the particular needs of women and children affected by domestic and/or family violence.
- Demonstrated empathy and the ability to build relationships with a diverse range of marginalised and highly vulnerable people including ATSI and CALD.
- Ability to develop and maintain partnerships with a wide range of organisations.
- Demonstrated ability to plan and manage complex caseloads.
- Ability to negotiate successful outcomes for clients at individual, team and service levels.
- High level of written and verbal communication skills and interpersonal skills including the ability to liaise, negotiate, advocate and resolve conflicts.
- Highly developed organisational skills including working to deadlines.
- Knowledge of funding sources and experience writing submission that assists in gaining funding for specific and targeted projects/programs.
- Ability to work within a team environment and contribute to the attainment of team goals and organisational objectives.
- Pursue professional development goals.
- Skills in the use of IT systems and applications

SPECIAL CONDITIONS

- Current full Driver's License and willing to drive
 - The incumbent is required to satisfactorily complete a Department Human Services Working with Children Check
 - The incumbent is also expected to provide a National Police Clearance with a minimum of 7 months before expiry.
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ACKNOWLEDGEMENT

I ACKNOWLEDGE that I have read and understand the responsibilities and expectations as set out below.

Signed by Employee: _____

Name of Employee: _____

Date: / /

Signed by General Manager of Corporate Services: _____

Date: / /