



Women's Safety Services SA

Job & Person Specification –Service Delivery

Position Title:	Domestic Violence Case Manager, Intensive Support		
Classification:	SCHADS Grade 5		
Location:	Crisis Accommodation Program		
Last Reviewed	07/10/2020	Review Due	07/10/2021

Role Reports to:	Program Manager
-------------------------	-----------------

KEY PURPOSE OF THE POSITION

The Domestic Violence Case Manager – Intensive Support, will contribute to securing safe pathways for women and their children into and out of the Crisis Accommodation Program. The role will provide specialised case management and crisis support responses, and intensive outreach support, with a focus on supporting families to move into alternative safe accommodation within 30 days.

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
- All WSSSA staff
- External stakeholders



KEY RESULT AREAS
<ul style="list-style-type: none">• Actively contribute to securing safe pathways for women and children into and out of the crisis beds program, including the provision of intensive case management and crisis intervention that urgently responds to immediate client safety needs and pathways into safe accommodation;• 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 practice model;• Through advocacy, promote and enhance referral pathways and responses for clients of the service;• Undertake risk assessments and safety planning to promote the ongoing safety of women and children;• Actively acquire knowledge about resources and services that support women and children experiencing domestic violence;• Conduct initial needs assessments, and implement quality case plans in consultation with clients, and monitor and review client case plans to support ongoing safety;• Develop and maintain partnerships with government, non- government and community organisations that promote and enhance positive outcomes for clients of the crisis accommodation program;• Ensure client records meet legislative and organisational requirements, are up to date at all times, and that relevant details are entered into client databases;• Maintain the confidentiality of client information as required by WSSSA Policy;• Participate in quality improvement programs and activities to meet Contractual and Service Excellence Standards and requirements;• Provision of after-hours crisis response to clients as required.

PERSON SPECIFICATION
Essential Qualifications
<ul style="list-style-type: none">• Degree or Diploma in Social Work, Social Sciences, Community Services and/ or experience commensurate with the position.
Competencies and Experience
<ul style="list-style-type: none">• Significant experience in the provision of case management and crisis intervention through trauma informed responses and practice, in a domestic violence or strongly related setting field;• Excellent knowledge of theoretical approaches and practice foundations applicable when working with women and children experiencing domestic and Aboriginal family violence;• Solid understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence;• Demonstrated empathy, and experience in responding to and working with client diversity and vulnerable people including ATSI and CALD people;• Demonstrated ability to plan and manage complex caseloads and negotiate successful outcomes for clients;• Strong attention to detail, and sound administration skills, including ability to use MS suite of products and client databases to maintain client records;• High level of adaptability and the initiative to problem solve and work independently, and as part of a team;• Ability to maintain a high degree of confidentiality, integrity and honesty;• Knowledge of issues pertaining to homelessness, addiction and mental health;



- 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 programs as required, to ensure the achievement of service and operational requirements across WSSSA.

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.

Prepared by Name: Rachel Lucas Role Title: People & Culture Manager	Date: 08/10/2020
Approved by Name: Role Title:	Date: