



**Women's Safety Services SA**  
**Job & Person Specification –Service Delivery**

<b>Position Title:</b>	Children & Youth Domestic Violence Case Manager		
<b>Classification:</b>	SCHADS Grade 5		
<b>Location:</b>	Accommodation Services		
<b>Last Reviewed</b>	15/01/2021	<b>Review Due</b>	15/01/2022

<b>Role Reports to:</b>	Reports to Program Manager
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**KEY PURPOSE OF THE POSITION**

The Children & Youth Domestic Violence Case Manager will contribute to alleviating the effects of domestic and family violence, through the delivery of crisis intervention, case management and group work programs and activities to children and young people, and their mothers and carers experiencing domestic and family violence.

**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**



- Promote and implement quality service responses that enhance parent/ child relationships and build resilience, and are underpinned and informed by an understanding of the impacts of domestic & family violence, as well as aligned with WSSSA values and our practice model;
- Undertake risk assessments and safety planning that promotes the ongoing safety of women and children;
- Deliver crisis intervention and case management services to women and children impacted by domestic violence or family violence;
- The provision of specialist intervention, case work and group work programs to facilitate an holistic response to children & young persons and their families, in a variety of settings;
- Provide initial responses and assessment to identify presenting and longer term needs of children and young people, and undertake risk assessments and safety planning ;
- Through advocacy, and development of formal partnerships, promote and enhance referral pathways and responses to children and young people;
- Coordinate the development and implementation of therapeutic and educative based programs and group work across WSSSA;
- Application of qualitative and quantitative evaluations to inform the development of future programs;
- Develop and maintain partnerships with government, non- government and community organisations that promote and enhance positive outcomes for children and young persons;
- Ensure client records 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 Contractual and Service Excellence Standards and requirements;
- Ensure case notes and client records meet legislative and organisational requirements, and that they are up to date at all times and outputs entered into H2H Database; and
- Provision of after-hours crisis response to clients as required.

<b>PERSON SPECIFICATION</b>
<b>Essential Qualifications</b>
<ul style="list-style-type: none"> <li>• Tertiary qualification in Social Work, Psychology or Counselling, and/ or equivalent.</li> </ul>
<b>Competencies and Experience</b>
<ul style="list-style-type: none"> <li>• Significant experience in managing child development and youth issues, and in providing case management support and specialist intervention to children and young persons impacted by domestic &amp; family violence;</li> <li>• Significant experience in the provision of risk assessments and safety planning for children &amp; young persons and their carer's, impacted by domestic violence;</li> <li>• Demonstrated knowledge of theoretical approaches and foundations applicable when working with women, youth and children experiencing domestic and family violence;</li> <li>• Experience in the development of therapeutic and educative based programs to build individual and community capacity to address the effects and impact of violence on children and young people;</li> </ul>



- High level of written and verbal communication skills and interpersonal skills including the ability to liaise, negotiate, advocate and resolve conflict;
- Strong attention to detail, and sound administration and IT systems skills, including experience in maintaining client records, and intermediate skills in the use MS suite of products and client databases;
- Demonstrated ability to plan and manage busy and complex caseloads and to negotiate successful outcomes for clients;
- Experience in developing and maintaining relationships with government and non-government and community organisations;
- Ability to maintain a high degree of confidentiality, integrity and honesty;
- Solid understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence;
- Demonstrated empathy and ability to build relationships with a diverse range of clients;
- Knowledge of legislation as it relates to family & 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;
- Fully vaccinated with TGA approved COVID-19 vaccination or hold a valid medical exemption authorised by the Chief Public Officer
- Must be able to work outside normal hours in an on call capacity if 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.

**Prepared by**  
**Name: Rachel Lucas**  
**Role Title: People & Culture Manager**

**Date: 28/10/2020**



<b>Approved by</b> <b>Name:</b> <b>Role Title:</b>	<b>Date:</b>
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