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| **Position Description** |
| Title | DVRE Case Manager |
| Grade | SCHADS 5 |
| Status | 6-month fixed 4 or 5 days/week |
| Reports to | Practice Manager Redfern |
| Direct reports | None |
| Location | Redfern  |
| Date Approved | December 2021 |

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| Organisational Context |

The Women’s and Girls’ Emergency Centre (WAGEC) is a non-government, not-for profit charitable organisation that delivers a range of crisis and early intervention accommodation and support services to women, children, young people, and families who are experiencing, or at risk of homelessness and/or domestic and family violence.

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Our Vision

A safe future for women and families.

Our Mission

WAGEC is a not for profit, charity based in inner city Sydney, New South Wales.

We create safe spaces for women and families impacted by the effects of homelessness, domestic and family violence and systemic disadvantage.

We create enduring change in times of crisis through access to safety, housing and material support.

We work with our communities to advocate social change.

We are trauma-informed and culturally appropriate in our practice.

Our Values

Our values underpin our guiding principles and the way we work. We are:

* Flexible and focused on our clients
* Creative and professional in all our work
* Always respectful and inclusive
* We act with integrity
* We are proactive
* We are compassionate
* We are feminist in our approach

Our approach allows us to think holistically as we work with clients and look beyond the immediate state to future possibilities and collaborations. We believe that a strong work ethic and values are crucial to achieving our vision.

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| Position Purpose: DVRE Case Manager |

The Domestic Violence Response Enhancement (DVRE) Case Manager provides family violence risk and needs assessment, safety planning, crisis support and short-term case management to all incoming referrals for victim-survivors, referred to WAGEC through the DV Line, Link2home, and other specified referral agencies.

This position is also responsible for working within a team to support women in our single women’s transitional property, located in Pyrmont.

The role requires some travel during work time to outreach appointments and Pyrmont.

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| Core Position Responsibilities  |

1. Provide case management to clients in the Domestic Violence Rapid Response (DVRE) Program as well as single women in the transitional housing program.
* Maintain a caseload of clients in the transitional housing program and in the the Domestic Violence Rapid Response Program using WAGEC’s case work approach and philosophy.
* Provide Domestic and Family violence risk and needs assessment, safety planning, crisis support and short-term case management to clients referred into the DVRE service.
* Provide case management (assessment, safety planning, implementation, and exit) to individuals and families in adherence with WAGEC’s policies and procedures and relevant legislation.
* Implement case management with a trauma informed, client-centered and strengths-based approach.
* Provide case management to residents residing in WAGEC’s transitional property at Pyrmont, supporting housing outcomes for individual clients, while also fostering a community of support within the residence.
* Participate in activities that support the effective delivery of case management including maintaining referral networks, supervision, team meetings, evaluation and reporting.
* Provide after-hours phone, on-call support as per team roster.
* Establish and maintain professional relationships of trust, respect and empathic engagement with clients.
* Create and maintain case management plans, documentation and data collection.
* Participate in quality assurance through case reviews, monitoring and evaluation.
* Maintain a strong and healthy professional identity and approach through participation in regular management supervision and professional supervision, and professional development.
1. Work collaboratively in a team and community networks
	* Work constructively and collaboratively with other WAGEC staff and programs.
	* Develop and maintain mutually beneficial relationships with WAGEC stakeholders, sponsors, and volunteers.
	* Develop and maintain professional networks with allied services and networks.
	* Occasionally support the delivery of therapeutic group work within WAGEC and/or training programs in the community.
	* Provide advice and support to other staff members on matters related to supporting clients who are experiencing domestic and family violence, and provide de-briefing and handover from on-call team for DVRE referrals.
2. Actively contribute to WAGEC’s organisational culture
* Contribute to a positive work culture by approaching your work in a manner consistent with WAGEC’s vision, values and mission.
* Contribute to WAGEC’s overall social impact by delivering on role expectations, from time to time performing other duties as requested by Management and being a proactive team member.
* Participate in meetings, professional development opportunities and training as requested.

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| Behavioural | Technical | Physical |
| * Regularly practices critical self-reflection
* Ability to self-regulate
* Develop and maintain mutually beneficial relationships with stakeholders
* Communicate effectively with diverse stakeholder groups in written and verbal forms.
* Critical thinking and decision making
* Ability to prioritise competing tasks to complete workload
* Ability to work unsupervised under broad direction of management
* Commitment to client centred service delivery
* Commitment to WAGEC’s vision, mission, values.
 | * Ability to undertake domestic violence risk assessments
* Experience in safety planning with clients
* Able to identify cycles of violence, patterns of control
* Professional knowledge of:
	+ child protection
	+ family work.
	+ working with people who are experiencing and/or escaping domestic and family violence
	+ client centred practice
	+ trauma informed practice
	+ individuals and families with complex needs
	+ homelessness
	+ using online client information management systems and general computer literacy
	+ implementing Workplace Health and Safety policies
	+ General computer literacy
	+ Implementing Workplace Health and Safety policies
* Working with Children Check clearance
* Criminal record check clearance
* Proof of COVID vaccination certificate
* NSW Drivers licence
 | * May be required to lift moderately heavy items occasionally.
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| Core Competencies |

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| Experience and Education |

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| Experience | Education |
| Essential:* Experience working with women and children escaping domestic and family violence
* Minimum of 3-years case management and/or client work in a domestic violence service
* Experience in needs assessment, safety planning, case coordination and advocacy for service users and in individualised outcomes- focused service delivery
 | * Relevant tertiary qualifications in social work, community services or equivalent
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