



McAuley Community Services for Women

A ministry of the Sisters of Mercy

Position:	Case Manager- McAuley House
EFT:	Full Time, 38 Hours per week
Reports to:	Program Manager, McAuley House
Role Purpose:	<p>Working in a team environment, the Case Manager is responsible for providing case management, advocacy, accommodation and support services to women who are experiencing homelessness.</p> <ol style="list-style-type: none">1. Provides individualised case management according to our Direct Practice Competency framework and program goals.2. Provides ongoing flexible support to empower women to regain power and control of their lives, through accessing safe affordable housing.3. Works collaboratively with team members and external service providers to provide an integrated continuum of support and exit planning.
Remuneration:	<i>Social, Community, Home Care and Disability Services Industry Award 2010 – (MA000100). Salary Packaging available.</i>
Location:	<i>1-3 Pickett Street, Footscray</i>

ORGANSIATIONAL OVERVIEW	
Service	<p>McAuley Community Services for Women, is a ministry of the Institute of Sisters of Mercy of Australia and Papua New Guinea:</p> <ul style="list-style-type: none"> • Family Violence (McAuley Care Program) A 24-hour safe house and children's program providing accommodation and support for women and their children who have experienced family violence, established in 1988. • Homelessness (McAuley House, Footscray & Ballarat) offers medium term accommodation and support for women who have experienced homelessness, mental illness, or family violence. • Employment (McAuley Works Program) An innovative program designed to assist women to re-enter/enter the workforce after experiencing homelessness and/or family violence.
Mission	Our mission is creating a world that enables w omen and children to participate in society on their own terms through innovative services, advocacy and a caring community...so violence and homelessness can be eradicated.
Vision	Women and children are safe, supported and empowered to achieve their highest potential : All Home Safely
Values	<p>McAuley Community Services for Women is committed to:</p> <ul style="list-style-type: none"> • community • hospitality • compassion • justice

CORE COMPETENCIES	EXPECTATIONS
1. Seeing the Big Picture	1.1 Understands how own role supports organisational vision, values and goals 1.2 Knowledge of full range of McAuley Services & Programs 1.3 Knowledge of homelessness and family violence sector 1.4 Participates in Continuous Improvement for sustainable outcomes
2. Client Focus	2.1 Contributes to continuity of care 2.2 Provides high quality integrated services and programs 2.3 Co-operates with others across and outside the organisation 2.4 Ensures compliance through policies and procedures to minimise risk
3. Engaging People	3.1 Communicates with clarity, conviction and respect 3.2 Contributes to integrative teamwork and/or Leadership 3.3 Values input and contribution from others 3.4 Builds strong networks and collaborative partnerships
4. Reflective Practice	4.1 Effectively manages self and priorities to carry out assigned work safely 4.2 Participates in regular supervision and team meetings using a strengths based approach 4.3 Reflects on own strengths and areas for development 4.4 Seeks and provides evidence based feedback
ROLE SPECIFIC COMPETENCIES	EXPECTATIONS
Individualised Case Management	<ul style="list-style-type: none"> • Manage a caseload of clients with varying complex needs in an on-site capacity: <ul style="list-style-type: none"> ○ Facilitate screening, intake and referrals. ○ Undertake comprehensive risk assessments and reviews of clients.

<p>(Ref: McAuley's Direct Practice Competencies No.3 and No. 6 Cultural Diversity)</p>	<ul style="list-style-type: none"> ○ Develop and review a comprehensive case management plan with women ○ Deliver professional assessments and case management (including case conferencing, exit planning and case closure) according to our Direct Practice Competency no 3. Communicate sensitively and appropriately with women with CALD or Aboriginal backgrounds or with a disability.
<p>Understanding Homelessness and Mental Health</p> <p>(Ref: McAuley's Direct Practice Competencies No.1)</p>	<ul style="list-style-type: none"> ● Work flexibly and compassionately within a strengths based and trauma informed practice style. ● Provide information to women that is relevant, accurate, up to date and easy to understand. ● Make appropriate referrals to outsource specific care needs ● Collaborate with key workers, family and external supports to provide holistic care to clients ● Have an awareness of other issues that may affect women and their choices and decisions such as immigration status, cultural issues, effects of trauma & family violence and financial status.
<p>Risk Management & Compliance</p> <p>(Ref: McAuley's Direct Practice Competencies No.7)</p>	<ul style="list-style-type: none"> ● Observe safe work practices in accordance with training and instruction given, and report any risk to the Program Manager. ● Participate in and contribute to Workplace Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees, volunteers and visitors. ● Ensure arrangements for outreach work, including vehicle logs and property use are accurately completed. ● Ensure ongoing accurate record keeping, including case notes, completed forms and reports according to program guidelines and agency registration obligations.
<p>Program Development</p> <p>(Ref: McAuley's Direct Practice Competencies No.5)</p>	<ul style="list-style-type: none"> ● Establish effective working relationships with partner agencies providing services and support for women who are experiencing homelessness ● Provide feedback for procedural improvement and contribute innovative ideas for ongoing program development.

Self-Management (Ref: McAuley's Direct Practice Competencies No.8)	<ul style="list-style-type: none"> • Ability to project a calm approach and optimism regardless of the situation, including client crises and significant change events. • Maintain professional knowledge and propose access to relevant training to ensure high quality service provision. • Monitor own work and client case loads, and initiate discussion about any concerns including stress levels with the Program Manager. • Be aware of the effects of vicarious trauma and seek support if required.
Team Leadership	<ul style="list-style-type: none"> • Contribute to the development of an integrated team by participation in team meetings, program development, case reviews, handovers, staff meetings and network gatherings. • Reflect on and analyse complex problems and provide workable solutions in consultation with team. • Actively seek and be willing to participate in regular supervision and reflective practice. • Assist team members as required.
Other duties are directed by Line Manager	

KEY SELECTION CRITERIA

Please address each of these in your application

Essential Requirements

1. An understanding of, and commitment to, the operations of McAuley Community Services for Women and its philosophy and core values.
2. A capacity and ability to demonstrate own professional competence by reference to McAuley's Direct Practice Competencies with relevant evidence/examples.
3. Demonstrated knowledge and application of a range of risk assessment, intervention and case management skills, preferably within the homelessness and mental health sector.
4. The ability to apply a flexible, non-judgmental and empowering approach to service delivery.
5. The ability to manage service obligations including confidentiality, duty of care, mandatory reporting, other relevant legislation and professional conduct.
6. Demonstrated background or training relevant to working with clients with complex needs, including homelessness, family violence, alcohol,

drugs, CALD and/or mental illness.

7. Highly developed communication skills including:
8. Maintaining client case files and reporting.
9. Communicating effectively with people from diverse cultural backgrounds and with linguistic needs.
10. Advocating on the behalf of others to a range of agencies and support services.
11. Shared casework or group work.

Preferred Requirements

- Knowledge of the Family Violence Protection Act 2008 and the Common Risk Assessment Framework (CRAF) and the ability to share this knowledge and model systems advocacy.
- Experience in housing or court support.
- Knowledge of some of the specific issues facing migrants, refugees and specific needs of people with a disability who experience family violence.
- Experience maintaining program data on a relevant computer based program eg SHIP.
- Proficiency in Microsoft Office suite

CONDITIONS OF EMPLOYMENT

- This position is offered on a full-time basis of 38 hours per week.
- This position is offered on a probationary period of 6 months in accordance with the Fair Work Act 2009.
- Regular supervision will be required and Annual Performance review will take place 12 months post commencement date.
- This position description will be regularly updated in accordance with the developing needs of the organisation.
- Occasional out of hours work may be required.
- Current Victorian Driver's Licence required.
- Current National Name Check required.
- Current Working with Children's Check required.

- All McAuley Community Services for Women’s employees are required to:
 - Comply with all McAuley Community Services for Women’s policies and procedures
 - Comply with all Occupational Health and Safety legislation and regulation
 - Comply with all other Commonwealth and State legislation relevant to the organisation
 - Uphold and enhance the reputation of McAuley Community Services for Women
 - Maintain the highest standards of integrity and behaviour in line with McAuley Community Services for Women’s Code of Conduct and undertake identified training and professional development activities/programs.

ACKNOWLEDGEMENT

I have received, reviewed and fully understand the job description for the Case Manager role. I further understand that I am responsible for the satisfactory execution of the essential functions described therein.

Employee Name _____

Date_____

Employee Signature _____

Date_____