



McAuley Community Services for Women

A ministry of the Sisters of Mercy

Position:	Outreach Case Manager - Family Violence
EFT:	Full Time , 38 hours per week.
Reports to:	Program Manager, McAuley Care
Role Context:	<p>McAuley Care is a safe house in Victoria open 24 hours a day, seven days a week, providing crisis accommodation to women and their children who are escaping family violence .</p> <p>Working in a team environment, responsible for providing a crisis response, case management, advocacy, accommodation and support services to women and their children who have experienced and are escaping family violence.</p>
Role Purpose:	<p>The Outreach Case Manager – Family Violence is required to:</p> <ol style="list-style-type: none">1. Provide individualised and family centred case management according to our Direct Practice Competency framework and program goals,2. To provide Case Management in an outreach capacity, including in our refuges.3. Conduct and reviews daily risk & safety assessments.4. Provide ongoing flexible outreach support to empower women and children to regain power and control of their lives, through accessing safe affordable housing.5. Work collaboratively with team members and external service providers to provide an integrated continuum of support and exit planning.
Internal Relationships:	<p>The Outreach Case Manager will be required to maintain and build a culture of collaboration by developing strong relationships across the organisation including Case Workers, Residential Support Workers, women, staff and volunteers.</p>

External Relationships:	The Outreach Case Manager will be required to maintain and build strong relationships with external providers and other support services particularly Family Violence Services(Safe Steps, EDVOS,WHW), Children and Family Services, Child Protection, Legal Services, Cultural Services and Police.
Remuneration:	The position is classified as per the SCHADS Award Level 4. Salary Packaging available.
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 Program) A medium term community accommodation for women who have experienced homelessness and mental illness, established in 1986. • 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	Creating a world that enables women 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	All Home Safely Women and children are safe, supported and empowered to achieve their highest potential: all home safely.
Values	<p>Community Women and children coming to McAuley feel that they belong and have the confidence to join other communities.</p> <p>Hospitality Everyone is met at McAuley as an equal and made to feel at home when they are there.</p> <p>Compassion McAuley will respect where women and children come from, and they will be heard and listened to with dignity.</p> <p>Justice Women and children have the right to live at home safely and free of fear.</p>

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 outreach capacity: <ul style="list-style-type: none"> ○ Facilitate screening, intake and referrals ○ Undertake comprehensive risk assessments and reviews of clients ○ Develop and review a comprehensive case management plan with women and their children ○ Deliver professional assessments and case management (including case conferencing, exit planning and case closure) according to McAuley’s Direct Practice Competency No. 3. • Respond to client’s request to transition back into their home safely by consulting service providers. • Facilitate moving, complete the checklist and assist the women to exit the property . • Communicate sensitively and appropriately with women and children escaping family violence including women with

Understanding Family Violence and Homelessness	<ul style="list-style-type: none"> • Communicate a shared understanding with clients of the power and gender issues in family violence and its effects on children and young people. • Provide information to a family that is relevant, accurate, up to date and easy to understand. • Make appropriate referrals to outsource specific care needs. • Have an awareness of other issues that may affect women and their children’s choices and decisions such as immigration status, cultural issues, effects of torture and trauma and financial status. • Deliver service consistent with McAuley’s Direct Practice Competencies No. 1.
Family Centred Practice	<ul style="list-style-type: none"> • Identify and respond to the children’s needs as part of the family needs. • Include children in their own safety planning and promote child safe environments. • Emphasise the physical, psychological and emotional safety needs for children. • Where required, refer the woman and her children for specialised advice (e.g. legal support, AOD care, financial counselling). • Deliver service consistent with McAuley’s Direct Practice Competencies No. 2.
Risk Management & Compliance	<ul style="list-style-type: none"> • Adhere to the risk assessment processes, informing the woman of her right to safety, and assist her to identify potential safety risks and needs for herself and her children. • Observe safe work practices in accordance with training and instruction given, and report any risk to the Program Coordinator. • 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. • Deliver service consistent with McAuley’s Direct Practice Competencies No. 7.

Program Development	<ul style="list-style-type: none"> • Establish effective working relationships with partner agencies providing services and support for women and children who have experienced family violence. • Facilitate specialist portfolios as directed by Program Manager. • Provide feedback for procedural improvement and contribute innovative ideas for ongoing program development. • Deliver service consistent with McAuley’s Direct Practice Competencies No. 5.
Self-Management	<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. • Deliver service consistent with McAuley’s Direct Practice Competencies No. 8.
Team Work	<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. • Deliver service consistent with McAuley’s Direct Practice Competencies No. 4.

KEY SELECTION CRITERIA

Essential Requirements

1. An understanding of, and commitment to, the operations of McAuley Community Services for Women and its philosophy and core values.
2. Demonstrated knowledge and application of a range of risk assessment, intervention and case management skills, preferably within the Family Violence sector.
3. Demonstrated experience in communicating and networking with multiple service providers as appropriate to ensure the client’s needs are met.
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 family violence, alcohol, drugs, CALD and/or mental illness.
7. Highly developed communication skills including:
 - a. Maintaining client case files and reporting.
 - b. Communicating effectively with people from diverse cultural backgrounds and with linguistic needs.
 - c. Advocating on the behalf of others to a range of agencies and support services.
8. Experience in shared casework or group work
9. Tertiary Qualification in Social Work /Social Science or related field.

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, people in same sex relationships 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 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.
- All McAuley Community Services for Women’s employees are required to:
 - Comply with all McAuley Community Services for Women’s policies and procedures

Please forward your application addressing the Key Selection Criteria to Lesly Zambrano at recruitment@mcauleycsw.org.au

Position Description Acknowledgement

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

Employee Name _____

Date _____

Employee Signature _____

Date _____