

Position Description			
Name		Date	
Position Title	Family Violence Case Manager		
Department	Family Safety		
EBA / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees (SACS) Multi Enterprise Agreement 2017		
Classification	SACS Level 4 or 5, dependent on qualifications and experience 30.4 hours/week or 0.8 FTE Maternity leave cover, February to November 2022 Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wodonga Outreach and occasional travel to other sites may be required		
Reporting to	Clinical Lead Family Safety		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	<ul style="list-style-type: none"> • Specialist family violence practitioners and other team members of the Family Safety (FS) program at Gateway Health • Other GH staff in other programs as required, including Business Services, Quality, Risk/Compliance and People Working Well roles • Practitioners and key staff of partner agencies deployed at The Orange Door 		
Liaises with Externally	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> • Centre Against Violence (CAV) • The Orange Door (TOD) in the Ovens Murray and other regions • VIC Risk Assessment and Management Panel (RAMP) • NSW Safety Action Meeting (SAM) • Hume Riverina Community Legal Service (HRCLS) • Other community service organisations • Health services 		
Program Information	Family Safety services at Gateway Health aim to keep victim survivors, vulnerable children, and families safe, whilst supporting them to recover and thrive. Concurrently, Family Safety services collaborate with the service system to ensure that perpetrators are in view, held accountable, and supported to change their behaviours. Clinicians apply intersectional feminist principles in providing support and other interventions that are client-centred, strengths-based, high quality. Services are delivered in ways that contribute to broader efforts in prevention, early intervention, crisis response, and recovery.		
Purpose of the role	The purpose of the Family Violence Case Manager is to provide professional and confidential case management to women who have experienced or are experiencing family violence, working alongside with clients on their journey to safety, recovery, and wellbeing. This position combines a practice approach that is holistic, flexible, trauma and violence-informed, and client-centred. The role applies an intersectional feminist analysis and deep understanding of the gendered nature of family violence, works with clients' strengths, and draws upon extensive knowledge of local services, pathways, processes, and resources to support clients in meeting their safety, recovery, and		

	<p>wellbeing goals. Responsible information sharing, early intervention, and telehealth service delivery may be required to reduce family violence risk.</p>
<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>

Code of Conduct	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
Key Responsibilities and Accountabilities	
<p style="text-align: center;">Role Specific</p>	
<ul style="list-style-type: none"> • Provide case management services to allocated clients under the agreed program/service scope, service delivery targets, and at a high standard of quality. • Respond to and report on clinical incidents and critical incidents involving clients, with time-sensitive attention to risk management and incident response procedures. • Provide secondary consultation to Gateway Health teams and clinicians, with special attention to managing family violence risk and ensuring client safety. • Provide debriefing and support to staff when requested in response to critical incidents, high-risk situations, or other similar incidents. • Contribute specialist expertise to continuous improvement of service delivery in family safety/family violence practice, specifically the development, implementation, and evaluation of clinical procedures, tools, workflows, standards, and models of care. • Supervise students on field placements when requested, in accordance with the relevant professional standards, models of best practice, legislation, and regulatory frameworks. • Exercise autonomy and professional judgment in the fulfillment of clinical service delivery and other related responsibilities, under the general direction of the Clinical Lead Family Safety. • Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies. • Funding and service agreement targets are met to ensure clients are exited from the program appropriately and in a timely manner. • Provide evidence-based practice in line with professional and funding requirements. • Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures. • Complete all program specific administrative tasks within the required time frames. • All data is entered onto designated service databases, including Excel spreadsheets. • Databases are kept up to date at all times. • Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy. • Participation in regular performance reviews and appraisals, including clinical administration, clinical supervision, and administrative supervision. • Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software. • Active participation in professional development. • Active participation in specific clinical supervision (as relevant to role). • Completion of mandatory training. • Undertake other tasks and projects with due care, skill, and discretion as directed by the Program Manager Family Safety. 	
<p style="text-align: center;">Financial Management</p>	
<ul style="list-style-type: none"> • Invoices raised and processed within funding / program deadlines 	

People
<ul style="list-style-type: none"> • Develop and maintain professional relationships with internal and external stakeholders. • Contribute to productive and positive team meetings. • Positively contribute to the culture and spirit of the Family Safety Program, work environment and to GH. • Your behaviour is congruent with organisational values, behaviours and goals • Contribute to the development of procedures and systems within this program • Positively embrace and adopt change as it occurs. • Willingness to engage in a flexible work model that may require significant out of hours work and travel.
Technical Skills / Industry Knowledge
<ul style="list-style-type: none"> • Comply with minimal funding requirements • Complete annual renewal of registration to practice (as required).
Organisational Responsibilities
<ul style="list-style-type: none"> • As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set • Maintain privacy and confidentiality at all times • Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines. • Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation. • Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards. • Contribute to organisational quality activities to ensure continual review and improvement. • Contribute to a safe and welcoming workplace at all times. • Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings • Protect the rights, safety and wellbeing of children and provide a child safe environment. • To continually develop both personally and professional to meet the changing needs of your position, career and organisation.
Inherent Requirements
<p>Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.</p> <p>The position may require the following tasks among other things:</p> <ul style="list-style-type: none"> • Manual handling (pushing, pulling, lifting, holding, carrying) • Sitting, standing, bending, reaching • Computer work, data entry • Operating equipment • Use of personal protective equipment • General waste handling • Driving motor vehicles • Dealing with anxious or upset staff, consumers or members of the public • Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Social Work, Health Sciences, Psychology, Behavioural and Social Sciences or relevant equivalent studies in similar fields and extensive experience in case management.
3. Membership and registration (or at least eligibility for membership and registration) in relevant professional associations, such as the Australian Community Workers Association (ACWA), and/or the Australian Association of Social Workers (AASW).
4. Demonstrated experience in direct clinical service provision to women victim survivors of family violence, and/or their children, applying feminist principles and trauma-informed approaches in responding to the gendered nature of family violence.
5. Demonstrated experience in risk assessment, safety planning and connecting clients to: housing; education and employment; health and wellbeing; justice and legal services; financial support; and/or family/social supports.
6. Knowledge and understanding of: the drivers/causes of family violence; health and human services systems that respond to family violence, and relevant practice frameworks and theories.
7. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.
8. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.
9. Minimum 3 years' experience within the community, health or welfare sector, or related field

Mandatory Requirements

10. Current Australian Drivers Licence or accepted International Drivers licence
11. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.
12. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.

Desirable

13. Completed training in Family Violence Multi-Agency Risk Assessment and Management (MARAM) is an advantage
14. Working towards, or completion, of relevant post graduate study.



I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by

(print name):

Employee

Signature:

Date:
