



Elizabeth Morgan House Aboriginal Women's Services Inc.

Northern Outreach Case Manager *Position Description*

Date:	Enter Date
Employee:	Enter Employees Name
Position Title:	Northern Outreach Case Manager
Status:	Full Time – 38 hours per week (1.0 FTE), 12 month contract
Location	Northcote, Victoria
Reports to	Outreach Coordinator
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHDSI)
Classification:	
Remuneration:	Salary Packaging 9.5% Superannuation
Personal Attributes:	<i>This position has been assessed as a special measure under Section 28 of the Equal Opportunity Act 2010 and will be limited to female applicants only.</i>

Organisational Overview

Elizabeth Morgan House Aboriginal Women's Service Inc. (EMH) is a peak body in Victoria for Aboriginal¹ women and family violence. We are proudly an Aboriginal Community Controlled Organisation and have been in operation since 1976. EMH takes direction and work consultatively with the community in all aspects of our services. Central to our work and business is the aim to provide advocacy and support for the empowerment of Aboriginal women, children, young people and the wider community.

Elizabeth Morgan House (EMH) provide culturally appropriate specialist family violence support to Aboriginal women and their children. EMH's programs consist of:

- Intake and Assessment
- High Security Refuge
- Outreach Case Management
- Housing Support
- Court Support
- Family Violence Counselling

¹ EMH also acknowledges Torres Strait Islanders as First Nations peoples, therefore the term 'Aboriginal' encompasses both Aboriginal and Torres Strait Islander peoples for the purposes of this document.

Date:

Name:

Initials: ____

Our Vision

To work together with Aboriginal communities to ensure safe and culturally strong future for our women, children, and young people.

Position Overview

The primary function of the Northern Outreach Case Manager is to provide high quality specialist family violence and housing case management support and advocacy for up to 14 women and their accompanying children. This includes, but is not limited to, initial contact, assessment and safety planning, case planning, and exit planning.

EMH is committed to the integration of services within the broader service system. As such, the Northern Outreach Case Manager works proactively and collaboratively with the wider community services sector to ensure Aboriginal women and their children receive culturally appropriate support to meet their service needs. This includes, but is not limited to, the housing, mental health, disability, drug and alcohol, and family services sectors.

The Northern Outreach Case Manager is based at the EMH Head Office, however will be required to provide services within the community on an as-needed basis to ensure a comprehensive and culturally appropriate entry point to EMH services for women and their children.

EMH's Outreach Program is funded by the Department of Health and Human Services (DHHS) to service the Northern Metropolitan areas of Banyule, Darebin, Hume, Moreland, Nillumbik, Whittlesea and Yarra.

Key Accountabilities

KEY RESULT AREA	ACTIVITIES
Service Delivery	<ul style="list-style-type: none"> • Liaise with Managers and co-workers to deliver a quality service for children and young people who have experienced family violence and commit to the aims, policies and standards of EMH. • Provide holistic, strengths-based, client-centred, family orientated and trauma-informed specialist family violence case management support to Aboriginal women and their children. • Coordinate and implement high quality case plans to meet the needs of Aboriginal women and their children from initial contact, assessment, case planning, case reviews and exit planning.

	<ul style="list-style-type: none"> • Complete high quality risk assessments and thorough safety plans for Aboriginal women and their children experiencing family violence as part of the initial assessment and then periodically as required. • Facilitate access to EMH services by completing initial intake and assessments, where required. • Provide culturally appropriate advocacy, information and referrals on behalf of Aboriginal women and their children to promote access to required services. • Assist women to identify appropriate housing options and provide support in order to access these services, including applications for provide rentals and/or VHR applications • Provide court support to women, as required. • Provide housing support for families residing in transitional properties, working alongside their tenancy manager. • Assist in the development and implementation of new projects or initiatives relevant to supporting Aboriginal women and children who have experienced family violence. • Performance of other duties as required.
<p>Stakeholders</p>	<ul style="list-style-type: none"> • Identify and establish effective working relationships with partner agencies providing services and support to women and children who have experienced family violence. • Maintain positive working relationships and referral pathways outlined in organisational agreements and partnerships. • Positively and professionally promote the organisation both internally and externally. • Represent the program on relevant committees, groups and networks, in consultation with the Outreach Coordinator. • Participate in local, regional and state wide meetings or networks to advocate regarding the issues confronting Aboriginal children and young people who have experienced family violence, in consultation with the Outreach Coordinator. • Undertake program promotion, presentations and community education sessions to relevant groups, in conjunction with the wider EMH team. • Develop constructive, collaborative, and supportive relationships with other Outreach Case Managers and the wider EMH team. • Participate in secondary consultations and advice to other professionals and agencies, along with the wider EMH team. • Performance of other duties, as required.

Operations & Administration	<ul style="list-style-type: none"> • Respond to general administrative enquires through telephone and email. • Adhere to organisation requirements of document management systems and processes. • Adhere to strict privacy, confidentiality and client record standards are kept according to program expectations, as well as privacy and confidentiality laws. • Maintain accurate client case notes and statistical data as required by EMH and DHHS. • Submit monthly report outlining position activities to direct line manager. • Participate in regular individual case reviews. • Participate in regular supervision meetings. • Actively participate in team meetings, evaluation sessions, agency days, and training as scheduled. • Performance of other duties, as required.
Quality and Risk	<ul style="list-style-type: none"> • Demonstrate an understanding and application of EMH's internal policies and procedures, as well as the underpinning frameworks. • Demonstrate an understanding of all relevant external legislation relating to this position and the work of EMH. • Maintain an up-to-date knowledge of DHHS, Child Safe Standards and Rainbow Tick Standards and any related standard and their operational requirements. • Report and document client critical incidents as per EMH policy and procedures and DHHS critical incident instructions. • Participate in and contribute to quality improvement programs and other activities to meet Service and Accreditation standards, as required. • Participate and contribute in OH&S activities to ensure a safe work environment for service users, community, staff and visitors. • Participate in the performance management process, as required. • Performance of other duties, as required.
Compliance	<ul style="list-style-type: none"> • Complete client case notes within a 24 hour period after client contact. • Contribute to maintaining appropriate standards and accreditation that relate to EMH services. • Contribute to maintaining the guidelines of the including meeting OH&S expectations and our service agreement. • Participate in performance reviews, as required.

Date:

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	<ul style="list-style-type: none"> • Participate in the service quality improvement process to promote excellent service, alongside the Outreach Coordinator. • Maintain confidentiality on all issues relating to EMH. • Other duties as directed and consistent with the overall goals, plans and responsibilities of EMH.
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Key Relationships

INTERNAL	PURPOSE OF CONTACT
Executive Management Team	<ul style="list-style-type: none"> • Direction of tasks
Outreach Coordinator	<ul style="list-style-type: none"> • Line management, coordination and direction of tasks • Supervision • Performance Reviews
EMH Staff	<ul style="list-style-type: none"> • Communicate and work effectively within a team environment

Key Capabilities

- Adapts and responds to change and copes with challenges
- Adapts to changing circumstances and responds well to feedback
- Deals with ambiguity and can make positive use of opportunities it presents
- Shows respect and sensitivity towards diversity
- Demonstrates self-awareness and the ability to reflect and learn
- Maintains a positive outlook during challenging times
- Shows resilience and perseveres in the face of set-backs
- Takes initiative, acts with confidence and works under own direction
- Manages time effectively and prioritises competing demands appropriately
- Exercises sound judgement

Knowledge, Skill and Experience – Selection Criteria

Essential

1. Relevant tertiary qualifications and/or experience in the specialist family violence and/or the broader social services sector is essential.
2. A sound understanding of the complex nature and dynamics of family violence, including the impact of family violence and the specific needs of Aboriginal women, children and young people.
3. Demonstrated ability to provide culturally appropriate crisis intervention support, case management and advocacy for Aboriginal children and young people.
4. Excellent written, verbal and interpersonal communication skills, including the ability to liaise effectively across a wide range of Aboriginal and non-Aboriginal agencies.

5. Demonstrated ability to work autonomously at various locations
6. Sound knowledge of Microsoft Office Suite.
7. Demonstrated commitment to social justice.
8. A full current license to drive a motor vehicle in Victoria is required.
9. Ability to obtain a working with children's check and police check.

Desirable

1. Experience working in a similar role within a family violence organisation.
2. A demonstrated knowledge (or willingness to undertake training) in reporting mechanisms used within SAAP funded sectors, including use of the SHIP database.

Organisational Statements

Child Safety

EMH is committed to protecting the rights of children in all areas of our work. EMH reserves the right to conduct police checks and other screening procedures to ensure a child-safe environment.

Gender, Diversity and Inclusion

EMH respects and values diversity and does not discriminate on the basis of race, sex, gender identity, sexuality, ethnicity, age, disability, religion or politics. We are committed to embedding gender equality, diversity and inclusion throughout our organisational practices and in the programs we deliver and this commitment is reflected in all of our processes and policies, including recruitment and selection.

Ongoing Service Development

This position description is a general outline of duties, responsibilities and requirements of the role. It is not an exhaustive list and from time to time EMH may review and amend the position description to meet organisational needs. Employees may be required to perform other duties that are within their scope of competencies and skills.

Acknowledgement Form

Please complete this acknowledgement form:

I _____ (please print name)
acknowledge that I have received a copy of the Children's Worker position description and
that I have read and understood it.

I agree to comply with what is outlined in my position description.

Signed (Employee): _____

Date: _____

Signed (BOM): _____

Date: _____