



Title:	Case Manager
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement
Classification:	3/1
Usual work location:	Goulburn and Yass
Cost Centre:	417
Usual hours of work:	76 hours per fortnight, fixed term ceasing 30 May 2019, includes 5 hours each Saturday, 5 hours each Sunday, 5 hours each public holiday where not a Saturday or Sunday
Position Objective:	To provide effective client focused and outcome based case management and support to women and families, experiencing domestic or family violence, and to work collaboratively across the extensive domestic violence network in the Goulburn Mulwaree, Yass Valley, and Upper Lachlan local government areas.

Key Responsibilities:

Program Implementation

- Ensure efficient, effective and timely support to women and families experiencing domestic violence, including positive client focused assessment and case management that are responsive to service users, individual and family needs.
- Liaise with and refer to services within the local community, including all other relevant non-government and government service providers.
- Provide positive role modeling and support through pro active case management.
- Collaborate and network with all agencies in the domestic violence sector in the region.

Administration and Reporting

- Maintain appropriate and effective administrative systems, including data collection.
- Prepare reports and other documentation as requested within set timelines.
- Ensure all Anglicare policies and procedures are followed.
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- Work effectively with and support other workers connected to the service.
- Participate in team and program meetings and other professional development opportunities as specified.

Financial

- Work with the Coordinator to monitor and maintain the service budget.
- Keep the Coordinator informed of budget performance including petty cash systems.

Key behaviours:

Client Focus

Recognises, anticipates and focuses on specific client needs and advocates on behalf of the client.

Communication

Communicates clearly and accurately – listens to and understands the views of others.

Interpersonal

Establishes cooperative and productive relationships by understanding and responding to the needs of others.

Problem Solving

Identifies and defines problems and feasible solutions through gathering and analysing information

The following Key Requirements must be address in any application

Key skills:

- Case Management
- Demonstrated skills in advocacy, liaison and conflict resolution.
- Excellent interpersonal and written communication skills.
- Well developed computer literacy skills.
- Strong administrative, organisational and time management

- Demonstrated capacity for professional and collaborative network development

Key knowledge areas:

- Knowledge and understanding of domestic violence, trauma, homelessness, and the community services sector.
- Sound knowledge of how issues of crisis may impact on families and children.
- Knowledge of and ability to identify child protection issues and understanding of legislation and reporting requirements.
- Person centered service delivery

Key experience:

- Previous practical experience and theoretical knowledge base in domestic violence support.
- Demonstrated experience in developing and implementing client centered case management.
- Effective team, networking and advocacy skills.
- Relevant experience in working with a wide range of crisis support services and professionals.

Qualifications:

- Relevant qualifications in the human services field with a minimum qualification required of Diploma
- Current Drivers Licence.

Reports to:

Coordinator Housing and Social Services

Direct reports:

Nil