

# Position Description



YWCA CANBERRA

Position Information	
Position	Domestic Violence Case Manager
Date approved	June 2024
Program	Community Services
Supervisor	Director, Prevention of Violence and DV Responses
Location	Central Office
Hours of work	30 - 38 hours per week
Salary	SCHADS 3.1.1 – SCHADS 3.3.3

General Conditions of Employment
<ul style="list-style-type: none"><li>• YWCA Canberra Enterprise Agreement 2018-2021.</li><li>• Appointment is subject to obtaining and maintaining a satisfactory Working With Vulnerable People check (at own cost).</li><li>• Appointment is subject to maintaining satisfactory working rights in Australia.</li><li>• All YWCA Canberra policies and procedures will apply.</li><li>• Subject to a 6-month probation period.</li></ul>

Position Statement
<p>Domestic Violence Support Service at YWCA Canberra aims to provide a free and confidential service for women and children in Canberra who are affected by domestic and family violence.</p> <p>YWCA's goal is to support women and children to reach a stage where they are safe and free from fear of domestic and family violence. We provide a range of services, risk assessment and safety planning, including information and referral, practical assistance, advocacy, and emotional support.</p> <p>Using a feminist framework that acknowledges a gendered analysis of domestic violence, YWCA DVSS aims to provide a holistic response to women with and without accompanying children who are experiencing domestic and family violence and related homelessness, emphasising the principles of empowerment, self-determination and an acknowledgement of the dynamics of domestic violence in a political and social context. We do this through the provision of direct support, safe accommodation and housing options and programs that aim to create a non-violent community where women and children, regardless of their social and cultural background, age and sexual orientation, will have access to the knowledge and supports needed to take control over their own lives.</p> <p>This position through <b>case management</b> and <b>assertive outreach</b> for our clients, will provide a range of services that will include:</p> <ul style="list-style-type: none"><li>• Risk assessment and safety planning</li><li>• Advocacy for safety and housing</li><li>• Information and referral and support to access services</li><li>• Practical assistance and emotional support.</li></ul>

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Responsibilities	
Client work	<p>Based on feminist principles, working from a strength based, child-centred, family focused, gender and trauma-informed practice framework:</p> <ul style="list-style-type: none"> <li>• Conduct comprehensive risk assessment and safety planning with women and children to end or reduce the risk of future violence.</li> <li>• Provide short term systemic advocacy, information and planned support to access legal assistance, accommodation opportunities and other services that promote safety</li> <li>• Provide centre based and outreach strategies to women, children and family members affected by domestic and family violence.</li> <li>• Work through a team-based approach to identify supports and access to services to meet the needs and aspirations of people accessing services</li> <li>• Use the tools and processes developed by the team for planned support and coordination with other agencies like Onelink, HACT, CYPs, Legal Aid/Women Legal Centre, ACT Police, DVCS and women refuges.</li> <li>• Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.</li> <li>• Provide information and develop an individual plan to achieve and maintain goals for each person accessing service.</li> <li>• Provide proactive and supported referrals to specialist services.</li> <li>• Empower and foster independence and access to appropriate resources, opportunities and services within the community</li> <li>• Establish and maintain positive relationships with government and non-government services to enhance their understanding of and response to families and individuals experiencing domestic violence</li> <li>• Implement service user evaluations.</li> <li>• Collect and compile accurate service user case management documents; and</li> <li>• Implementation of Outcome Star- outcome measurement tools for the DV service.</li> <li>• Work within a reflective practice and continuous improvement philosophy.</li> </ul>
Collaborative practice	<ul style="list-style-type: none"> <li>• Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate</li> <li>• Work closely with other service providers and agencies to improve access and service delivery to meet the needs of service users</li> <li>• Initiate and actively participate in case coordination and review conferences with service users and other service providers as required</li> <li>• Maintain up to date knowledge of current service provision, relevant research and sector development</li> <li>• Attend relevant sector meetings and provide feedback to team members.</li> </ul>

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Teamwork and professional development	<ul style="list-style-type: none"> <li>• Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work</li> <li>• Participate in the development of a personal professional development plan and engage in professional development as required</li> <li>• Actively participate in regular supervision, performance appraisals/ management</li> </ul>
Administrative tasks	<ul style="list-style-type: none"> <li>• Proactively adhere to all quality (QIC) and housing standards</li> <li>• Provide accurate and timely case notes and reporting</li> <li>• Implement the Outcome Star and provide inputs for six monthly and annual reporting.</li> </ul>
In relation to YWCA Canberra	<ul style="list-style-type: none"> <li>• Read, understand and uphold organisational policies and procedures</li> <li>• Work in a manner that aligns with the YWCA Canberra's values and ethics. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other activities as directed by your manager</li> <li>• Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.</li> </ul>

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Selection Criteria	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Minimum Diploma in Community Services, or tertiary qualifications in a relevant field such as social work, psychology or human services</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Demonstrated experience of two- three years in working with people in domestic and family violence and risk of homelessness in both a crisis response and planned support/case management approach. with knowledge of and ability to apply</li> <li>Knowledge and experience in the following fields:                             <ul style="list-style-type: none"> <li>Strengths-based case management and coordination</li> <li>Current theory and practice relating to domestic and family violence.</li> <li>Advocacy</li> <li>Outreach support</li> </ul> </li> <li>Demonstrated knowledge and experience in collaborative team-work, systems navigation, and local community resources.</li> <li>Demonstrated knowledge and experience of working with Aboriginal and Torres Strait Islander people, and people with a culturally and linguistically diverse background.</li> <li>Knowledge of or ability to rapidly acquire knowledge of relevant legislation and regulations, specifically The Family Violence Act 2016, and an understanding of the Family Law Act.</li> <li>Relevant experience of working in domestic violence services and or appropriate qualification including certificate, diploma and tertiary qualification according to level of responsibility.</li> <li>Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, word, email.</li> </ul>
<b>Capabilities and Behaviours</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills including written skills</li> <li>Strong commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision</li> <li>Ability to prioritise workloads and meet internal and external deadlines</li> <li>Proactive 'self-starter' approach to work with the ability to use initiative</li> <li>Operate ethically, professionally and with integrity at all times</li> <li>Ability to execute sound judgement and adhere to professional boundaries</li> <li>Commitment to reflective practice and continuous development and improvement</li> <li>Demonstrated skills in the use of Microsoft Office and reporting through data base collection systems.</li> </ul>

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## Other Requirements

- Ability to work within the philosophy of YWCA Canberra
- Current full driver's license and access to vehicle with comprehensive insurance during working hours (if required)
- A current Working with Vulnerable People Registration
- Australian Citizenship or suitable rights to work in Australia

## Authorisation

### Acknowledgement by Incumbent

Signature:

Name:

**Date**

Click here to enter a date.

### Executive Director

Signature:

Name:

**Date**

Click here to enter a date.

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