

# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Case Manager, Domestic and Family Violence
<b>REPORTING TO</b>	Team Leader, Gendered Violence and Family Programs
<b>DEPARTMENT</b>	Service Delivery
<b>CLASSIFICATION</b>	SCHADS Level 4

## THE ROLE

To provide client-centered case management for people who have experienced domestic or family violence. The Case Manager will facilitate safety, well-being and housing independence.

## KEY RESPONSIBILITIES

### Duties

- Provide intake assessments, crisis-intervention, risk assessment, safety planning, and holistic support under the YWCA Case Management, and Service Model and Practice Frameworks
- Complete a comprehensive intake assessment, using the Northern Territory Common Risk Assessment Tool
- In collaboration with clients, complete property assessments and facilitate security upgrades to increase safety and security
- Develop and maintain strong and respectful relationships with clients, colleagues and external stakeholders including those from diverse cultural backgrounds and linguistic needs, to optimise client service delivery and referral
- Perform a range of administrative activities including comprehensive case notes and reporting in line with funding agreement and legislative requirements
- Take part in an on-call after hours roster
- Other tasks as assigned

## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Tertiary qualifications in Community Services, Social Work or relevant area
- Proven experience in direct, culturally appropriate and strength-based client service delivery and case work with women experiencing, or who have experienced, domestic and family violence
- Comprehensive knowledge of the domestic and family violence sector
- Demonstrated knowledge of the complex issues related to domestic and family violence, the criminal justice response, family law, child protection, mandatory reporting, policy and processes
- Ability to build strong relationships at all levels based on trust and collaboration
- Concise and tailored communication and strong interpersonal skills
- Adapts well to and can lead, drive, and advocate change in an organisation
- Valid state-based working with children or working with vulnerable people check

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