

# POSITION DESCRIPTION



**JOB TITLE:** Case Manager Parenting Support Program

**REPORTING TO:** Domestic and Family Violence and Families Team Leader

**DEPARTMENT:** Women and Family Programs

**LOCATION:** Darwin

**THE ROLE:** The Case Manager for the Parenting Support Program provides strength-based case management, parenting support and child well-being activities across a range of programs designed to increase independence in young families. The Case Manager links clients into mainstream services such as Centrelink, Department of Housing and health care agencies.

**YWCA VISION:** A future where gender equality is a reality.

**YWCA PURPOSE:** Making young women's leadership and women's housing our priority for gender equity in Australia.

It is a requirement that the job holder fully complies with, promotes and lives

**YWCA's Core Values:**

**FEMINISM**

**INCLUSION**

**EXCELLENCE**

**INNOVATION**

**INTEGRITY**

## KEY RESPONSIBILITIES

- Promote high quality case management and apply strength-based case management processes appropriate to the unique case management requirements of clients with highly complex needs.
- Apply effective communication techniques to build and maintain relationships with clients and colleagues, including those from diverse cultural backgrounds and linguistic needs, based on respect and trust.
- Develop co-operative working relationships with external agencies and providers to optimise client service delivery and referral.
- Develop and deliver the parenting program, including sourcing external agencies for specific client needs such as AOD, mental health etc.
- Work with families to identify issues that require early intervention for reducing risk and developing capacity for increased effectiveness as a family unit.
- Maintain client information and case notes on the database.
- Undertake other tasks as assigned by the manager

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## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Qualification in Community Services and/or Youth Work.
- Ability to communicate effectively with clients and colleagues, including those from diverse cultural backgrounds and with linguistic needs.
- Experiencing in delivering high quality, strength-based case management.
- Demonstrated experience working with families to identify issues that require early intervention for reducing risk and developing capacity for increased effectiveness as a family unit.
- A high-level understanding of the complex issues facing parents and caregivers in caring for and raising children.
- Hold or ability to apply for a valid Senior First Aid Certificate, National Criminal History Check, NT Driver's License and Working with Children (Ochre) Card and comply with any vaccination policies.
- Strong supporter of Women's Rights and willing to push the boundaries.
- Team player who is approachable with strong interpersonal and listening skills together with the ability to empower.
- Results focused, self-motivated and a self-starter who goes above and beyond.
- Doesn't settle, strives for continuous improvement and has a high level of integrity.

## IDENTIFIED POSITION

YWCA Australia is committed to providing culturally safe services and reflecting the needs of the people we assist. As the majority of families who participate in this program are Aboriginal or Torres Strait Islander, this position is only available to applicants who identify as Aboriginal or Torres Strait Islander.

## EMPLOYEE AGREEMENT

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Name

\_\_\_\_\_  
Date

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Signature