

# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Case Manager, Outreach
<b>REPORTING TO</b>	Coordinator, CASY House
<b>DEPARTMENT</b>	Service Delivery
<b>CLASSIFICATION</b>	SCHADS Level 4

## THE ROLE

To provide a domestic and family violence early intervention response for young people in youth accommodation services through the provision of outreach case management. The early intervention outreach case management response will facilitate safety, well-being and housing independence, and address crisis needs.

## KEY RESPONSIBILITIES

### Duties

- Provide outreach early intervention and crisis intervention through risk assessment, safety planning, and holistic support under the YWCA Case Management, Service Model and Practice Frameworks so that young people who are at higher-than-average risk of, or who are experiencing domestic and family violence, live free from violence
- Implement all aspects of the Risk Assessment and Management Framework (RAMF) including screening for and responding to domestic and family violence by completing the Northern Territory Common Risk Assessment Tool (CRAT)
- Develop, implement, and review support and exit plans for young people
- Develop and provide education, tools and resources for young residents in youth accommodation services to increase awareness of domestic, family and sexual violence
- Provide secondary consult to the support staff of young people in youth accommodation services
- Develop and maintain strong and respectful relationships with young people, colleagues and external stakeholders including those from diverse cultural backgrounds and linguistic needs, to optimise service delivery and referral pathways
- Perform a range of administrative activities including comprehensive case notes and reporting in line with funding agreement and legislative requirements
- Ensure community consultation through regular attendance at network meetings and feedback from participants
- Attend regular supervision, staff meetings and training as required
- Other tasks as assigned

## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Tertiary qualifications in Community Services, Social Work or relevant area
- Proven knowledge and experience in direct, culturally appropriate, and strength-based client service delivery and case management with people experiencing, or who have experienced, domestic and family violence
- Demonstrated knowledge of the issues and sector related to young people, 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

Current at November 2023

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- Valid state-based working with children or working with vulnerable people check, NT Driver's License and Senior First Aid Certificate

***This is an identified position for Aboriginal and Torres Strait Islander people. All applicants must be of Aboriginal and/or Torres Strait Islander heritage. Aboriginality is a genuine qualification authorised under Section 56(2) of the Equal Opportunity Act 1984.***

***YWCA considers being a female a genuine occupational requirement for the position as envisaged under Section 35 of the Anti-Discrimination Act. As such, you will only be suitable for this role if you identify as a woman.***

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