

POSITION DESCRIPTION



POSITION TITLE	Case Manager Children and Young Person, Domestic and Family Violence
REPORTING TO	Team Leader, Gendered Violence and Family Programs
DEPARTMENT	Service Delivery
CLASSIFICATION	SCHADS Level 4

THE ROLE

To provide client-centered case management for children and young people who have experienced domestic or family violence. The Case Manager will facilitate safety, well-being and individual goals towards recovery. Families will be both in safe house accommodation and within the outreach team.

KEY RESPONSIBILITIES

- Provide intake assessments (CRAT), crisis-intervention, risk assessment, safety planning, and holistic support under the YWCA Case Management, and Service Model and Practice Frameworks
- Develop and monitor individualised case plans for children and young people ensuring that they are encouraged to actively engage in the process
- In collaboration with parents and caregivers, model and support positive parenting interactions encouraging connection and attachment to meet the emotional and wellbeing needs of children and young people
- Co-ordinate referrals to a range of specialist and community-based children's services including maternal health, childcare, education, and social support
- Develop and maintain strong and respectful relationships with diverse clients, colleagues and external stakeholders to optimise client service delivery
- Perform a range of administrative activities including comprehensive case notes and reporting in line with funding agreement and legislative requirements
- Ensure best practice and keep abreast of current thinking and practices in relation to children and young people and domestic and family violence
- Take part in an on-call after-hours roster

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Certificate IV or Diploma Community Services/Early Childhood Education, Social Work, Psychology, Social Sciences or other relevant tertiary qualifications (highly desirable)
- Experience in a similar role with children or young people who have experienced domestic or family violence
- Demonstrated knowledge of and ability to apply current gendered theory and practice relating to domestic and family violence and its impact on women, children and family functioning
- Demonstrated knowledge of and ability in a trauma informed approach with children, young people and parents, and culturally sensitive practice with Aboriginal and Torres Strait Islander peoples, and people who are Culturally and Linguistically Diverse
- Ability to build strong relationships at all levels based on trust and collaboration
- Concise and tailored communication and strong interpersonal skills
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries

Current January 2024

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- Valid state-based working with children or working with vulnerable people check and drivers licence
- Experience working within a Not-for-Profit environment (highly desirable)

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