



WESTERN REGION HEALTH CENTRE LTD

POSITION DESCRIPTION

Position:	Case Manager - Victims Assistance and Counselling Program
Location:	72 Paisley Street Footscray 3011 (However the position will be required to work from co-locations across the western metropolitan region)
Job Status:	0.8EFT ongoing
Conditions of employment:	SACS, Social Worker Class 2
Authority re Appointment:	General Manager, Primary Care and Information Technology
Reports To:	Program Manager, Counselling and Support Services

The Case Manager Victims Assistance and Counselling (VACP) reports to the Program Manager Counselling and Support Services through the Team Leader, Victims Assistance and Counselling Program.

BACKGROUND

Counselling and Support Services comprises Counselling Services (Community Health Counselling and Family Violence Counselling) and the Victims Assistance and Counselling Program (VACP), which incorporates the Counselling & Support Intake Team.

The VACP provides assessment, information, support, brokerage and case management to clients who have been the victims of violent crimes. This service aims to promote recovery and assistance to victims of crime through the criminal justice process through the provision of psychological first aid, support, practical assistance, information, advocacy, brokerage, community links, education, outreach and referral.

POSITION OBJECTIVES

The Case Manager will provide assessment, information, psychological first aid, support, referral, casework, advocacy, brokerage and case management to clients who have been the victims of violent crimes. This includes primary, secondary or related victims and is available whether or not the crime is reported to police or an intervention order exists. Other duties will include participating in the intake service, and providing community education and health promotion.

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Date Revised: *9 December 2009*

POSITION REQUIREMENTS

The position will provide a range of services to victims of crime to assist in their support and recovery as well as to ensure that others in the service system know about the services provided by the VACP.

1. Clinical

- Identify initial needs and assess clients to ensure appropriate care planning is developed.
- Provide psychological first aid, information, referral, casework, advocacy and case management services to recent victims of violent crime.
- Provide initial support within a *single session* framework.
- Develop care plans in negotiation with clients.
- Provide ethical, responsible and professional goal directed client-centred case management services to children, young people and families who have been victims of crime.
- Liaise with other service providers in relation to individual clients needs.
- Provide assistance to clients to navigate the criminal justice system.
- Provide an outreach service to clients where appropriate or required either through flexible service to clients depending on their needs or at other sites organised by Western Region Health Centre.
- Provide an after hours service as appropriate.
- Document client assessment, care plans, intervention and progress on client's treatment plan on the Centre's electronic client information management system.
- Provide services in a manner that are sensitive to each client's background and beliefs.
- Maintain an up-to-date working knowledge of resources and approaches.
- Participate in a team approach to the work.

2. Intake and Assessment

- Participate in the Counselling & Support Intake on a rostered basis.
- Identify initial needs and assessment of a range of clients (e.g. victims of violent crime, generalist counselling, family violence).
- Provide a prompt, accessible information and referral service.
- Provide psychological first aid and crisis management services to recent victims of violent crime and counselling clients via the intake service.

3. General Organisational Requirements

- Report on all areas of responsibility against performance targets as required in a timely manner.
- Undertake specific projects or tasks as directed by the Team Leader, Victims Assistance and Counselling Program.
- Maintain information systems on relevant resources and implement relevant administrative procedures and systems.
- Promote and represent the Centre as a caring, professional, and client-focused organisation, and its range of primary health and social support services.
- Adhere to Workplace Health Safety and Well Being standards within the organisation.
- Participate in the identification of risks to the program and organisation.
- Participate in strategic planning and development activities as required.
- Participate in WRHC Research & Evaluation projects as required.
- Adhere to all Centre policies and procedures.

4. Commitment to the philosophy of Western Region Health Centre

- Be committed to the philosophy expressed in the centre's vision, goals and values statements.
- Be committed to work within a community focused whole of population health approach.

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- Be committed to working within a service, which includes targeting of marginalised communities.
- Be committed to providing services in a manner that is sensitive to the cultural background of clients.

5. Administration and Documentation

- Ensure all case documentation and statistical reporting is accurate and completed within a professional and timely manner in the organisation's electronic recording system in accordance with organisational policy and relevant legislation.
- Adhere to administration requirements in relation to the use of Centre equipment, e.g. Centre vehicles.

6. Professional standards/development

- Participate in and contribute to quality improvement programs to meet service/accreditation standards.
- Comply with legislation relevant to this position and adhere to professional standards and ethics.
- Maintain and develop clinical standards of practice and skills by pursuing internal and external professional development opportunities.
- Meet targets for hours of service provision and number of contacts for case management services as stipulated in the Department of Justice Funding and Service Agreement
- Participate in student training/placements as appropriate.
- Participate in regular supervision meetings and an annual Individual Development Review process with the Team Leader, Victims Assistance and Counselling Program.

KEY SELECTION REQUIREMENTS

Mandatory

- Tertiary Qualifications in Social Work with eligibility to membership of the AASW or an equivalent qualification as determined by WRHC.
- Minimum of 3 years demonstrated experience in case management or a related service field providing a high standard of client centred services for the target population.
- An understanding of issues for people affected by violent crime, including family violence.
- Ability to work sensitively with people from diverse cultures, ages, sexuality, ability and gender.
- Effective interpersonal communication skills (verbal and written).
- Time and stress management skills and demonstrated ability to follow through tasks to completion.
- Working knowledge and expertise of information technology systems and software such as Microsoft Word, Outlook and client management systems.
- A current Victorian driver's licence.

Desirable

- An understanding of the criminal justice system.
- Experience in working with trauma and recovery.
- Knowledge of local and regional services.
- Demonstrated ability to work with difficult-to-engage clients who have a range of complex needs.
- Ability to speak a relevant community language.
- Experience in developing and documenting individual goal oriented care plans.

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OTHER RELEVANT INFORMATION

- WRHC is an equal opportunity employer
- **Pre-Existing Condition Declaration**
Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position
- **Proof of Right to Work in Australia**
Documentation that proves the right to work in Australia will be required prior to appointment
- A pre-employment police check is mandatory for all new employees
- **Working with Children Check** - Appointment to the position will be subject to a satisfactory Working with Children Check
- Probation period of three (3) months
- Recipients of Voluntary Departure Package (VDP) are ineligible to apply
- Employees are requested to comply with the Centre's policy on staff immunisation

Employee signature: _____

Employee name: _____ Date: _____

Manager signature: _____

Manager name: _____ Date: _____

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