

THE GENDER CENTRE

CONTRACT POSITION

POSITION:

Case Manager (Domestic & Family Violence Specialist)

To be considered for this position, you will hold tertiary qualifications in Social Work Community Welfare Certificate 4 or Diploma and must possess experience in the domestic / family violence space,)

AWARD TITLE:

Social, Community, Home Care and Disability Services Industry Award, 2010

CLASSIFICATION:

SACS Employee Level 4 Pay-point1 (current)

SALARY:

As per award

HOURS:

21 hours per week, with preparedness to work flexible hours in order to accommodate client Service provision and service events.

LOCATION

State Wide program

Office located at Marrickville

RESPONSIBLE TO:

The Executive Director & Senior Programs Manager (2IC)

ABOUT THE GENDER CENTRE INC.

The Gender Centre Inc. is the peak state-wide multidisciplinary center of excellence providing a broad range of specialised health, welfare and housing services to the transgender and gender diverse population of NSW. We provide Gender Affirming psychosocial care and support trans and gender expressive people at every stage of their journey as they explore their authentic sense of self. This includes for some of our clients transition support (pre, -mid-and post transition). The center continues to work as the leading frontline, service provider to this community and their families

The Gender Centre provides services across four domains

- Psychosocial supports and wellbeing
- Health
- Homelessness
- Education

The team at the Gender Centre is composed of members with varied but complimentary experience, qualifications, and skills that contribute to the achievement of the centers specific objectives, goals and client outcomes. Our team consists of Caseworkers, Counsellors, Psychologists, Speech pathologist, Students and Volunteers and outreach workers.

Position Brief

To deliver frontline services to survivors of domestic and family Violence.

The primary purpose of the role is the provision of specialised client focused case management to survivors of domestic and family violence. The casemanager will address the complex social and legal needs of the client including safe referrals, general assistance, risk assessment safety planning, and support in attending Court as well as other services not specified above.

The position requires travel between the office and other locations on a frequent basis as a normal part of duties. The Domestic & Family Violence worker works closely with the case management team and is responsible for establishing and providing a comprehensive range of case work initiatives to survivors of Domestic and Family Violence.

The Gender Centre is an Equal Opportunity Employer and does not discriminate in regard to race, age, cultural or religious background, disability, gender, gender identity/expression, or sexual orientation. All qualified candidates of all backgrounds are encouraged to apply.

Duties to be undertaken:

1. Manage a case load of survivors of domestic and family violence, directly through initial contact, and risk assessment
2. Undertake face to face emotional support and provide advice, information and advocacy
3. To establish multi-agency partnerships including local government and NGO's and work with local agencies whose services clients may require, such as housing, and health providers.
4. Undertake documented safety planning with clients to address their immediate safety needs
5. Provide assessment, case planning and coordination of services to meet the needs of the client
6. Fulfil data collection , administration and reporting requirements in line with our Service Agreements
7. Maintain client records and case notes, electronically, in a professional manner as per service policy.
8. Ensure that the experiences of service-users inform the development and delivery of services through Your Experience of Service (YES) Surveys and keeping accurate data and statistics.

Essential criteria for this position

To be considered for this position, please ensure you address the selection criteria as thoroughly as possible

1. Relevant tertiary qualifications Certificate 4 or Diploma in Community Welfare with at least 3-4 years' experience in the domestic / family violence space
2. Demonstrated understanding of the issues related to domestic violence, the criminal justice response to domestic violence, legislation in relation to apprehended domestic violence orders and an understanding of the family law system and child protection system
3. Demonstrated Experience of direct service delivery to victims of domestic abuse and those effected by domestic abuse, including face-to-face support

4. Experience of advocacy with other agencies,
5. Demonstrated effective crisis, early intervention and complex case management using strengths-based, trauma-informed and holistic approaches
6. Integrated understanding of specific issues for marginalised clients (First Nations people, culturally and linguistically diverse (CALD) backgrounds, TGD people experiencing domestic or family violence).
7. Well-developed interpersonal skills (non-judgmental, non-discriminatory, non-dictatorial) as well as maintain confidentiality within a small community
8. A current driver's license.

Must Have

1. Current working with children check
2. Current National Criminal check

Please provide the names and contacts of two referees