

POSITION DESCRIPTION

Job Title	Family Support Case Manager
Reports to	Manager of Counselling Services

Our Organisation

Whitsunday Counselling and Support Inc has been providing support and advocacy to people impacted by domestic and family violence and sexual violence for over 30 years in the Whitsunday region. We provide a range of programs to service users and the community aimed at reducing the impact and incidence of community, domestic, family, and sexual violence in the Whitsunday region.

The services provided by Whitsunday Counselling & Support Inc include domestic and family violence counselling and case management, supported accommodation programs, a sexual violence program, a specialist counselling service, intensive family support and women's health and wellbeing program, court support, and specialist family counselling.

Our services are funded by the Department of Families, Seniors, Disability Services and child Safety and the Prevention of Domestic and Family Violence.

Position Overview

This position involves providing family support to vulnerable families within the Whitsunday region. Our family support programs aim to strengthen and assist families who are at risk of entering into the child protection system, and also to assist families who are engaged with Child and working towards reunification.

The role involves advocacy, case management and basic counselling skills.

The family support case manager position would ideally suit someone who is flexible, confident, has sound time management skills, strong communication skills, and has a keen interest in supporting families.

The role would focus on the following responsibilities:

Clinical Responsibilities

- Engage with families that have been referred to our Intensive family Support, or Tertiary Family Intervention Service, provide advocacy and support to families experiencing challenges which place them at risk of neglect, abuse or harm.

- Case management involves completing referrals for the family to support services, assisting with developing parenting skills and advocating for families to other agencies when needed. This may include, but are not limited to housing issues, financial issues, court issues, legal matters, educational engagement, assistance with employment, mental health, domestic and family violence and parenting skills.
- Complete client assessments that include comprehensive risk assessment and safety planning to manage any risk to children or individuals.
- Create client focused case plans and work with families to and reduce risk and build skills that strengthen the family unit.
- Liaise with the Department of Child Safety on case plans and/or where additional risk is identified.
- Maintain service delivery practices that are relevant to all associated legislation relating to domestic violence, sexual violence and child protection requirements.
- Assist with the development and implementation of appropriate resources relevant to client and program needs.
- Ensure client interventions and case management services are culturally safe, strengths-based, solution- focused and trauma-informed with a focus on engagement, respectful relationships and practical outcomes.
- Contribute to a service culture of participation, empowerment and informed decision making; ensuring client rights are acknowledged while fostering respectful relationships and positive self-care.
- In line with the duty of care considerations and with a prevention focus, undertake safety audits and implement response plans to address family violence, self-harm, suicide, aggression and or child safety concerns.
- Participate in focused work developing and coordinating community education, awareness and events.

Other Clinical Responsibilities

- Maintain accurate and timely files, case notes and documents. Ensure clients files, service documentation, and databases are up to date in keeping with the WCS policies and procedures, funding and legal requirements.
- Maintain a case load.
- Have a commitment to supervision and professional development.
- Liaise and work collaboratively with government and non-government agencies where we can advocate for clients, increase safety and progress client goals as falls within confidentiality and information sharing guidelines set out in WCS policies and procedures.
- Represent WCS Inc positively in stakeholder meetings and activities as directed.

Organisational Responsibilities

- Adhere to the Code of Conduct in a manner that is consistent with both its spirit and intent.
- Adhere to all organisational policies, procedures, standards and practices.
- Act only in ways that advances WCS objectives, values and reputation.
- Perform other duties, consistent with skills and experience, as directed by the reporting manager.
- Participate in meetings, community events, networking opportunities.
- Actively apply human right legislation and child safe practices in all activities undertaken.

Qualification Requirements

- A university degree or above in either Social Sciences, Social Work or Psychology is required. If you are shortlisted for interview, we will require a certified copy of your completed qualifications.
- **Applicants must have a current Queensland Blue Card before commencing employment with Whitsunday Counselling and Support Inc.**
- Experience working in a Case Management Framework.
- Current Queensland Open Drivers Licence is essential as travel forms part of this role.

Selection Criteria || Address in your Application for Employment

- Demonstrated experience working in a case management position with vulnerable families.
- Demonstrated knowledge and understanding of the impact that domestic and family violence may have on a family's functioning and on children.
- Demonstrated ability to engage positively with families and have robust communication skills including with community members and stakeholders.
- Demonstrated experience working within a trauma informed practice framework or the ability to acquire that knowledge.
- The ability to undertake comprehensive risk analysis and assessments pertaining to child safety concerns/high risk domestic violence situations, including making Child Safety or Police reports when required or directed.
- Demonstrate a commitment to building and fostering a workplace culture that is positive, empowering and promotes respectful relationships.



Working Conditions

Outlined below are the periods of hours generally worked; however, the Manager of Counselling Services and the WCS Management Committee reserve the right to vary these hours to meet the requirements of the business.

- Position hours of 76 hours per fortnight with office hours that operate between 9 am and 5 pm, however, there may be times when you could be required to work outside of those ordinary hours such as between 8 am and 6 pm to best meet your service user's needs.
- An attractive salary sacrifice package is available which may increase remuneration.
- The probation period for this position is 6 months.
- Cannonvale applicants may be scheduled onto our Refuge On-Call Roster.
- The intensive family support program covers the following Whitsunday region: Cannonvale, Proserpine, Airlie Beach, Collinsville and Bowen. Travel to these areas may be required by the IFS case manager.

Signed || Employee

Signed || Manager of Counselling Services

Date: _____

Date: _____