

# doncare

## Position Description

<b>Position Title</b>	<b>DAWN Coordination Case Manager- 12 months position</b>
<b>Reporting to</b>	<b>Manager Funded Services</b>
<b>Hours of work</b>	<b>15.2 hours per week</b>
<b>Classification</b>	<b>SCHADS Level 4 to 5 depending on qualification and experience</b>
<b>Program</b>	<b>DAWN</b>
<b>Position Location</b>	<b>Doncare Head Office - Doncaster</b>

## About Doncare

Doncare is a not-for-profit community services organisation that has operated in Melbourne's Inner East since 1969.

In response to the diverse, persistent and emerging health issues that impact the health, prosperity and wellbeing of society, Doncare provides services that build self-efficacy to improve prosperity, access to education and health and wellbeing outcomes.

Doncare provides low-cost or free support to effectively remedy the impacts of financial instability, food insecurity, inequity, family violence and social isolation. We deliver high-quality, person-centered, strength-based individually tailored services. This includes flexible and innovative solutions to support families and individuals of all ages through the provision of Counselling, Emergency Relief, Case Management, Family Violence Recovery Services, Family Services and Social Support for Seniors.

Doncare receives funding from local, State and Federal governments to operate some of its programs and utilises the revenue of its two opportunity shops as well as the support of private donations, philanthropic trusts and the community sector.

You can find information about our organisation's [Vision, Purpose and Values](#) on our website

## Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do.

Whilst not all Doncare programs and activities involve regular contact with children, all members, volunteers and employees will be subject to the Child Safety Policy.

## About the Role

DAWN provides recovery support (up to 12 months) to women who have experienced family violence. The program is designed to improve safety, confidence and community connectedness for women (and their children) with lived experience of all forms of family violence. This is achieved through the provision of social and emotional support provided by the program Coordination Case Managers and volunteer mentors, who work alongside the victim survivor in their recovery journey.

The DAWN Coordination Case Manager is a jobshare position which will share responsibility for facilitating and supporting the matching process between victim survivors and their mentors and providing ongoing support. Mentors are supported via regular communication, debriefing and supervision. Short Term Case Management (STCM) is provided to victim survivors on a needs basis, to support sustainable approaches to address challenges that they may face on a daily basis such as housing, financial, health and wellbeing.

## Key Result Areas, Responsibilities and Performance Measures

Key Result Areas	Responsibilities	Performance Measures
<p><b>Program Coordination</b></p>	<ul style="list-style-type: none"> <li>• Coordinate referrals of victim survivors to the DAWN program via intake and assessment processes.</li> <li>• Facilitate recruitment of volunteer mentors via volunteer recruitment and assessment processes.</li> <li>• Support provision of training to volunteer mentors.</li> <li>• Facilitate matching process between mentors and victim survivors.</li> <li>• Support provision of debriefing, supervision and support to mentors.</li> <li>• Support program promotion via liaison with referral sources, marketing and social media platforms.</li> <li>• Collate and record qualitative and quantitative data in relation to client and program outcomes.</li> <li>• Participate in regular supervision, critical reflection and team meetings with team members and program manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate program referrals to meet program funding targets.</li> <li>• Successful matching of volunteer coordinators with victim survivors.</li> <li>• Delivery of training to volunteer mentors.</li> <li>• Establishment of effective collaborative relationships with associated networks and other professionals to enhance program outcomes.</li> <li>• Timely and accurate reporting in line with reporting guidelines and deadlines.</li> </ul>

<b>Case Management</b>	<ul style="list-style-type: none"> <li>• Provide tailored STCM to victim survivors engaged in the DAWN program based on a needs assessment.</li> <li>• Identify a clear support pathway to address identified needs with victim survivors.</li> <li>• Use a range of modalities and techniques to support therapeutic recovery, build resilience, strengthen coping skills and empower victim survivors.</li> <li>• Promote safety and stability via ongoing risk assessment, including application of the MARAM framework.</li> <li>• Adhere to professional obligations under the Family Violence Multi Agency Risk Assessment and Management Framework (MARAM) and relevant information sharing legislation.</li> <li>• Adhere to confidentiality protocols and information sharing laws and regulations.</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of effective case management based on Doncare values and standards, as well as the Domestic Violence Victoria (2020) Code of Practice, and the Responding to Family Violence Capability Framework.</li> <li>• Provision of service requirements in a flexible, timely and efficient manner.</li> <li>• Compliance requirements are met on a timely and effective basis.</li> <li>• Effective and collaborative relationships are established with relevant networks and professionals that will ensure best practice and outcomes for victim survivors.</li> <li>• Mentee support requirements/goals are met</li> <li>• Positive feedback from clients</li> </ul>
<b>Doncare's values</b>	Demonstrated commitment to work in accordance with Doncare's values and behaviours.	Ensure policies, procedures and codes are complied with at all times.
<b>Supervision</b>	Attend prearranged dates scheduled for supervision and training.	100% attendance, unless there is reasonable reason if unable to so.
<b>Resilience</b>	Meet the challenges of change as it occurs within the service and organisation.	Positively embrace and adopt change as it occurs
<b>OHS</b>	Actively assess, manage and where possible mitigate workplace risk including, WHS, client related risk, reputation risk and personal risk.	Protect the rights, safety and wellbeing of people you interact with in the course of employment.
	Participate in quality and continuous Improvement activities.	Compliance with Doncare's policies and procedures. Proactive problem-solving and ability to review and improve processes if required.

		Report workplace and client incidents as they occur
	Accreditation and Legislative compliance	Ensure compliance with legislation, contract, and policy requirements in your day-to-day work in order to meet the agency's audit, contract and regulatory obligations.
		Proactively apply your knowledge in the review and maintenance of policies, systems, and processes.
	Ensure that the safety of children is promoted, child abuse is prevented and allegations of child abuse are properly responded to within the organisation.	Compliance with the Child Safety and Wellbeing policy and procedures and ensure appropriate child related interactions.

*The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the agencies operational needs.*

*The Position Description may be amended from time to time at the organisation's discretion and with changing requirements. Where there is inconsistency between KPI's in this Position Description and those within the Agency's objectives, the Agency's Objectives will stand.*

## **Selection Criteria**

- A tertiary qualification in psychology, social work, behavioural science or a related field is highly desirable.
- Demonstrated experience in the provision of case management, preferably within the family violence sector or working with those who have been impacted by domestic, family and sexual violence.
- Demonstrated knowledge and understanding of the impacts of family violence on women, children, and young people and their emotional, psychological and physical safety needs.
- Understanding of the specialist family violence sector in Victoria and relevant legislation.
- Completion of the Multi Agency Risk Assessment (MARAM) Framework training and a demonstrated understanding of its application.
- Understanding of feminist theory and contemporary family violence practice including the gendered nature of violence, social justice principles, crisis intervention and working with trauma.
- Well-developed oral and written communication skills including ability to communicate effectively with a diverse range of cultural and social groups.
- Knowledge and experience in key theories in practice such as: Strengths-Based, Trauma Informed, Systems Based, Family Inclusive, Feminist Framework, MARAM and Community Based Approaches.
- Ability to work effectively with individuals experiencing a range of complexities including Mental Health, Alcohol and Other Drug misuse, Adolescent Violence, Sexual Abuse and Trauma.
- Demonstrated ability to develop and maintain strong collaborative relationships and partnerships with key stakeholders, both internal and external.

- High level of verbal and written communication skills to conduct effective case noting and sound administration.
- Demonstrated ability to work in a professional manner including maintaining confidentiality, appropriate boundaries, and a non-judgmental attitude.
- Ability to manage competing priorities and adapt to change.
- Understanding and commitment to teamwork, a community-based agency and volunteerism.
- Ability to work under supervision and support decisions that deliver high quality outcomes.
- Computer skills, including sound knowledge of the Microsoft Office Suite and knowledge of or willingness to learn CSnet.

### **Conditions of Employment**

- Doncare has a legal and moral responsibility to ensure the safety of all children in accordance with the Child Safe Standards and expects all staff to commit to this standard and understand their duty of care obligations
- Pre-employment checks will include a Police Check, Working with Children Check, and contact with two referees
- All offers of employment are subject to a six-month probation period. The staff member will be asked to participate in an annual performance review linked to the key responsibilities and key performance indicators set out for this position.
- Generous salary packaging is available
- Doncare is a non-smoking agency
- A current Victorian driver's license is required
- All employees of Doncare are bound by the approved policies and procedures of the organisation
- To be fully aware and comply with the responsibilities and requirements of the OH&S Act and related regulations.

### **Acceptance of this Position Description requirements**

To be signed upon appointment

#### **Employee**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date \_\_\_\_\_