

Information Pack

Case Management Worker

35 hours per week

Sora Community Services (formerly TFSS) is looking for a Case Management Worker to be part of the Women's Domestic Violence Court Advocacy Service (WDVCAS) team,

The Case Management worker will develop a person-centred case plan with each client that will identify their key safety issues, needs, and goals, and options for addressing them. Engaging with clients regarding their experience of violence, the workers will empower them to make safer choices for themselves and their children.

This position is physically located in Tamworth or Gunnedah, servicing clients throughout the Oxley Police District, and will require regular travel throughout the service area.

All staff are valued and respected and are presented with genuine opportunities to develop their full potential. Sora Community Services also recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Remuneration for this role will be paid at a rate of between \$49.28 and \$51.51 per hour. In addition, salary packaging benefits are available for Sora staff, where you can package up to \$15,900 tax-free per annum.

Included in the package you will find:

- The Job/Position Description including the Competencies and Outcomes required for the position.

Please return your application to:

Human Resources
Sora Community Services
P.O. Box 1088
TAMWORTH NSW 2340
or via email to: applications@sora.org.au

Please ensure that you include the following in your application(s):

- Your up-to-date resume, including three work-related referees (including one from your current manager) and,
- A cover letter outlining your suitability for the role and how you meet each of the Competencies and Outcomes as listed in the position description for this position.

Selection for interview will be based on:

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the Competencies and Outcomes

Aboriginal and Torres Strait Islander people are encouraged to apply.

Applications close when the position is filled.

Position Description	
1. Position Title	Case Management Worker
2. Service	Domestic Violence Services
3. Program	Women's Domestic Violence Court Advocacy Service (WDVCAS)
4. Location	Tamworth or Gunnedah and requires regular travel between communities within the Oxley Police District and other Service areas
5. Reporting Manager/ Coordinator	Service Stream 6 Manager
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and community services employee, Level 5
8. Position Terms	Permanent ongoing subject to funding
9. Probation Period	6 Months

Selection Criteria
<p>Essential:</p> <ol style="list-style-type: none"> I. Being female is a genuine occupational requirement of this position and an exemption has been granted under the Anti-Discrimination Act (1977). <p>Prerequisites:</p> <ol style="list-style-type: none"> I. Qualifications <ul style="list-style-type: none"> • Relevant Degree with relevant experience; • Associate Diploma with substantial experience; • Qualifications in more than one discipline; • Less formal qualifications with specialised skills sufficient to perform at this level; or • Attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required. II. Demonstrated ability to network/liase with community service providers. III. Extensive knowledge of the domestic and family violence service system in NSW IV. Understanding of cultural issues with the ability to work with minority groups such as those of Aboriginal and Torres Strait Islander and non-English speaking backgrounds. V. Detailed understanding of the child protection framework and mandatory reporting requirements VI. Current clearance in relation to Working with Children and or other relevant NSW Police Force checks. VII. Driver's Licence <p>Desirable:</p> <ol style="list-style-type: none"> I. An understanding of Sora Community Services Programs II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines III. Understanding of the demographics and relevant issues within the geographical area of the program IV. Registered and comprehensively insured motor vehicle V. First Aid Certificate

Organisation Objectives

Sora Community Services is a “for purpose”, community-based organisation that has been delivering services to families in Tamworth since 1979. It has more than 100 staff across all programs, operating in the New England North West Region.

Sora Community Services comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of Sora Community Services is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

Sora Vision

Thriving Communities, Endless Possibilities

Sora Values

Sora Community Services is supported by a set of values which guide the way we work, make decisions and provide services. We define these values as:

- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Integrity: To always act with honesty and professionalism
- Partnerships: To work collaboratively to deliver the best outcomes
- Diversity: To accept and appreciate differences

Program and Position Objectives

The overall aim of case management is to help clients and their families heal and recover from their experience of DFV physically, emotionally, mentally, and practically, and help clients escape the cycle of violence wherever possible.

The work of the Case Management Worker is to provide case management support to clients who,

- Have been assessed as having complex and serious needs which are impacting on their ability to keep safe and that therefore would benefit from intensive support; and
- Are not able to be referred to another case management service in the area; and
- Consent to being referred into case management

Responsibilities include, but are not limited to, the following:

- Case management of WDVCS clients, including development, implementation, assessment, and review of case plans with clients;
- Intake meetings with the Manager who is responsible for referral of WDVCS clients into case management;
- Risk assessment, using the DVSAT, and safety planning with clients;
- Provision of relevant information to clients and making warm referrals on their behalf to a range of service providers to assist with their ongoing needs;
- Liaison with the Safety Action Meeting Coordinator to ensure all clients assessed as ‘at serious threat’ are placed on the agenda for the next SAM when necessary;
- Addressing the safety and wellbeing of children and young people through child-aware practices during intake, risk assessment, and safety planning, and making referrals as required;
- Attendance at Safety Action Meetings and court as required;

Program and Position Objectives

- Liaison with clients in relation to Safety Action Plans developed at SAMs;
- Develop and maintain strong working relationships with key WDVCS partners, including the NSW Police Force, Local Courts, legal representatives and referrals agencies, in order to facilitate client access to those agencies and services;
- Undertake tasks at the direction of the WDVCS Manager;
- Contribute to the preparation of appropriate resource and referral materials for the service;
- Undertake internal and external supervision;
- Attend relevant professional development activities, training and team meetings – may require travel at times;
- Attendance at relevant community meetings and interagency events as directed by the Manager;
- Compliance with the WDVCS Service Agreement, WDVCS Policy and Procedure Manual, WDVCS Case Management Policy and all other designated WDVCS documents;
- Represent the Women's Domestic Violence Court Advocacy Service and Sora Community Services in a positive and professional manner.

Key Capabilities

Stream	Descriptor	Tier
Community and Interagency Relations (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and Stakeholders Community Partnerships and collaboration Knowledge of Community Social Justice	1.3.1 Reviews and manages services in response to changing needs of relevant groups in the community. 1.3.2 Represents the organisation and promotes awareness of key issues in community networks 1.2.3 Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes. 1.3.4 Demonstrates high level understanding of the sector and the work of other relevant organisations 1.4.5 Demonstrates commitment to social justice and social inclusion and the development of a strong domestic violence service sector
Professionalism (Skills associated with professional conduct such as self-management,	Time Management Ethics	2.3.1 Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met. 2.4.2 Models organisational values and preferred behaviours and promotes the Code of Conduct.

Key Capabilities		
Stream	Descriptor	Tier
ethical behaviour, taking responsibility, problem solving and initiative)	Taking Responsibility Problem solving Initiative and Enterprise	2.3.3 Delegates to develop staff and accepts responsibility for actions of staff and teams under authority 2.3.4 Implements systems to address adverse events and problems and assists teams to take a proactive approach to problem solving 2.4.5 Encourages teams to show initiative and looks for ways to work more dynamically
Communication (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy Written Communication Verbal Communication Public Speaking Interpersonal Skills	3.3.1 Articulates clear and persuasive messages about key issues when advocating or negotiating for clients, members and on behalf of the organisation. 3.2.2 Writes accurate, clear and informative reports and communications that meet the needs of their intended audiences. 3.3.3 Provides informed, meaningful and relevant messages when communicating with staff, clients and members. 3.3.4 Makes convincing presentations, using a range of media, to communicate key issues 3.3.5 Models self-awareness, self-management and social awareness in communications, problem solving and conflict resolution
Leadership and Teamwork (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	United Vision Strategic Focus Team Dynamics Conflict Management Diversity	4.2.1 Generates ideas for innovation and enhanced working practices to achieve organisational mission. 4.2.2 Contributes to team plans and relates team work to strategic objectives. 4.2.3 Offers constructive feedback and provides balanced and informed perspective at team meetings. 4.2.4 Recognises the differences of opinion and work towards the resolution of team conflict. 4.2.5 Builds team spirit and supports team members development.

Key Capabilities		
Stream	Descriptor	Tier
Resources, Assets and Sustainability. (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability.	Procurement Equipment and assets	5.2.3 Researches market and attains value for money when making purchases or contracting work. 5.1.4 Takes care when using and maintaining equipment and aids.
Service Delivery (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Reflective Practice Knowledge of client issues Client Outcomes Diversity Client confidentiality and dignity	6.2.1 Demonstrates reflective and evidence-based practice. 6.3.2 Demonstrates detailed knowledge of client member issues and builds research links. 6.2.3 Provides clients with high quality service and appropriate referrals 6.4.4 Champions respect for diversity and importance of culturally appropriate behaviour. 6.4.5 Fosters a culture of respect for client's confidentiality and dignity
Program Management and Policy Development Necessary skills in the management of programs,	Policy Development and Implementation Program Development Achieving Results	7.2.1 Participates in the review and development of policies and utilises policy and procedures to guide work practices. 7.2.2 Contributes to program objectives, develops and implements simple project plans. 7.2.3 Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets.

Key Capabilities		
Stream	Descriptor	Tier
campaigns, projects and contracts as well as policy development and implementation to guide work practices.	Complaints handling and continuous improvement	7.2.5 Utilises feedback from complaints to improve programs and reviews own performance
Change and Responsiveness (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability Multi-skilling Creativity and Innovation Technology Learning and Development Strategy	8.2.1 Support change management and assists others to adapt and adjust to change. 8.2.2 Works collaboratively with people from different disciplines and share skills and knowledge. 8.3.3 Establishes ways to capture, communicate and share innovative ideas and practices 8.2.4 Supports the use of new technology and develops skills to master new technology. 8.2.5 Maintains awareness of own skill and skill needs, actively works to address skills gaps and assists others to identify 9.2.1 Contributes to team work plan and ensures that own work outcomes are achieved
Governance and Compliance (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Quality Risk Management WHS Legislation and Compliance	9.2.2 Contributes to the enhancement of quality practices and ensures that own work meets the organisations quality requirements 9.1.3 Ensures that risks are identified and reported in own work context. 9.2.4 Contributing to the identification of WHS risks and hazards and ensures safety in their own work context. 9.3.5 Manages work practices to comply with relevant legislation and licensing requirements.

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> Ability to deliver services in accordance with the WDVCAP Service Agreement, WDVCAP Policy and Procedure Manual, WDVCAS Case Management Policy and other operational documents Build and maintain a professional rapport with each service program within Sora Community Services Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998] Prioritise to achieve the objectives of Sora Community Services and the objectives of each program Provide appropriate communication based on the audience receiving Follow processes and systems to maintain accurate records. 	As per Sora Community Services policies and procedures and program specific requirements
Responsibilities	<p>To contribute to the operational objectives of the work area, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> Responsibility for a range of functions within the organisation requiring a high level of knowledge and skills; Undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration; Undertake a minor phase of a broader or more complex professional assignment; Assist with the preparation of or prepare organisation or program budgets in liaison with management; Set priorities and monitor work flow in the areas of responsibility; Provide expert advice to employees classified at lower levels and/or volunteers; Exercise judgment and initiative where procedures are not clearly defined; Understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required; Monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation; 	As required

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> Undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation Undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing; Operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee; Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation; Plan, co-ordinate, implement and administer the activities and policies including preparation of budget; Develop, plan and supervise the implementation of educational and/or developmental programs for clients; Plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting; Where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following: <ul style="list-style-type: none"> under general direction undertake a variety of tasks of a specialised and/or detailed nature; exercise professional judgment within prescribed areas; carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation; provide reports on progress of program activities including recommendations; 	

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> – exercise a high level of interpersonal skills in dealing with the public and other organisations; – plan, develop and operate a community service organisation of a moderately complex nature. 	
Workplace Standards	<ul style="list-style-type: none"> • Promote and demonstrate a commitment to continuous improvement across Sora Community Services • Understand and comply with Sora Community Services policies, procedures and workplace standards • Maintain and ensure privacy and confidentiality • Take active responsibility for your own well being in the workplace and gain assistance if required • Use Sora Community Services resources efficiently and effectively and treat them with due care • Advise your manager or team leader of any obligations in relation to secondary employment • Report any improper conduct • Assist in the general maintenance, cleanliness and presentation of workplace facilities 	As per Sora Community Services policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> • Knowledge of organisational programs, policies and activities; • Sound discipline knowledge gained through experience; • Knowledge of the role of the organisation, its structure and services. 	As required
Organisational relationships	<ul style="list-style-type: none"> • Work under general direction; • Supervise other employees and/or volunteers 	As required
Finance and Administration	<ul style="list-style-type: none"> • Accurately and objectively report feedback • Ensure completion of timesheets and have them sent through to the Program Manager weekly/fortnightly • Ensure all appropriate receipts and travel claims are sent through with time sheets 	As per Sora Community Services policies and procedures

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Professional Development	<ul style="list-style-type: none"> Actively participate in supervision Assist management to identify employee's own professional development needs Attend relevant professional development opportunities in order to fulfil your role Participate in cultural competencies, training and activities Where required, provide in-house training to other Sora Community Services staff at the completion of training attended outside the service Actively participate in a service evaluation and staff appraisals, review of job descriptions Attend relevant meetings in relation to your role 	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>
Safety & Risk Management	<ul style="list-style-type: none"> Take reasonable care of your own health and safety Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist Sora Community Services to comply with the Work Health and Safety Act Raise any concerns in relation to WHS with your Health and Safety Representative or Manager Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately Report to work in a fit and proper condition, so that you are able to competently undertake your duties 	As per Sora Community Services policies and procedures

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Client Safety & Child Protection	<ul style="list-style-type: none"> Provide a safe, comfortable physical environment for clients and their children. As a mandatory reporter you have a legal obligation to report to the Child Protection Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people. Report any misconduct committed by staff against a person under 18 years Ensure that your actions do not expose clients or children to harm Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW) 	<p>As per Children's and Young Person's (Care and Protection) Act</p> <p>Chapter 16 A</p>
Professionalism and Conduct	<ul style="list-style-type: none"> Work as part of a team in delivering quality outcomes for Sora Community Services Maintain professional relationships with Sora Community Services program, Funding Body/s, community at large and all relevant stakeholders 	As per Sora Community Services policies and procedures
Complaints	<ul style="list-style-type: none"> All complaints are acted on and handled within policy Manager is aware of complaints ASAP 	As per Sora Community Services policies and procedures

Extent of Authority
<ul style="list-style-type: none"> Act within policy and procedure Make final decisions within the case planning practice Exercise a degree of autonomy; Control projects and/or programs; Set outcomes for lower classified staff; Establish priorities and monitor work flow in areas of responsibility; Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.

Decisions that are Referred to your Direct Supervisor
<p>All issues that require a sign off/approval from the Service Stream Manager or those with the delegation of authority to do so;</p> <ul style="list-style-type: none"> Issues outside of policy guidelines Complaints from families or service providers Requests for new business from Funding Bodies Complaints from Funding Bodies

Conditions of Employment:

All Sora Community Services workers are bound by the terms and conditions contained in the Sora Community Services Letter of Engagement, the Position Description, the relevant Industrial Award(s), Sora Community Services Policies, Procedures and the Sora Community Services Code of Conduct, as amended and as endorsed by the Sora Community Services Management from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.

Employee's Signature

Dated

Employee's Name

Manager/CEO's Signature

Dated

Manager/CEO's Name