

Job Description & Selection Criteria

Position:	Case Coordinator
Service:	Toora Domestic Violence and Homelessness Service (TDVHS)
Classification:	MEA Level 5/6
Appointment Type:	Monday to Friday, 72 hours a fortnight (9 days), (on-call rostering may be required)

PRACTICE FRAMEWORK:

Toora Women Inc. supports women with complex issues who have experienced past or present trauma, such as:

- domestic, family and sexual violence
- mental health issues
- drug or alcohol dependency
- homelessness or needing support to stay out of the homelessness system
- time in ACT Corrections.

Our current domestic violence, homelessness and AOD health treatment programs range across a variety of settings, such as, crisis, transitional and head tenancy accommodation, day programs, counselling and outreach support. This allows Toora to provide wrap-around trauma-informed care within an integrated service system. We deliver these complex services within a human rights and gendered framework.

All services are based on a theoretical model of recovery, respect and empowerment. This includes encouraging self-help and minimizing the effects of institutionalisation and the harm associated with dependencies.

SUMMARY OF BROAD PURPOSE OF THE POSITION

The Case Coordinator provides direct service delivery and ensures quality outcomes to women, with or without children, who are homeless or are at risk of homelessness. This includes the provision of safe and secure crisis and transitional accommodation and outreach support, and comprehensive case management to address key areas of the client's health and other needs. The Case Coordinator will assist clients to develop critical analysis of their circumstances and to achieve change in their interpersonal environment and broad social conditions.

REPORTING/WORKING RELATIONSHIP

The Case Coordinator is ultimately responsible to the Executive Director of Toora Women Inc. On a day-to-day basis, she is responsible to the Director, Contracts Manager, and Team Leaders of the service.

DELIVERABLES:

Service Delivery

- Provide crisis, transitional and outreach support to women who are accessing TDVHS within a case management framework, including developing case management plans.
- Engage in other activities related to service delivery, as directed.
- Set priorities and monitor workflows, which may include establishing work programs.
- Plan, coordinate and facilitate women's groups and projects, including budgeting and allocation of resources, as directed.

In addition – Senior Case Coordinator Level 6

- Provide expert advice on matters of complexity within the work and/or specialised area, as required.
- Supervise/manage the operation of a work area and monitor work outcomes within budgetary constraints, as required.
- Control and coordinate larger projects, as required.
- Mentor and/or supervise new staff members and volunteers, as required.

Administration

- Contribute to the administrative running of the service and provide administrative support of a complex nature to senior employees.
- Provide assistance on grant applications, including research or data collection.
- Undertake computer operations requiring technical expertise and experience and otherwise understand all areas of computer operation to meet the needs of the job.
- Provide reports on progress of program activities, including recommendations, as required.
- Develop case studies according to best practice requirements.

Teamwork, Networking & Liaison

- Operate within a collaborative team approach.
- Communicate respectfully and in an effective and timely manner.
- Contribute to maintaining an effective day-to-day work environment by taking part in achieving team identified goals and outcomes.
- Maintain relevant networks within and outside the organisation to achieve case management objectives.
- Attend relevant sector and community meetings, forums and events, as directed.
- Participate in external projects that support and are responsive to the needs of clients, as required.

- Identify gaps, initiate and participate in service developments, to improve community based service and community based responses, as required.
- Exercise a high level of interpersonal skills in maintaining effective, positive and professional relationships with all relevant stakeholders.
- Liaise with relevant agencies to promote the sharing of resources and coordination of services.

Professional Practice, Professional Development and Performance Management

- Engage in ongoing training and professional development.
- Actively participate in regular supervision, performance management and appraisal activities with the Director/Contract Manager/Team Leader.
- Attend external supervision as outlined in Toora Policy.
- Have knowledge of funding outputs / outcomes of the service agreement.
- Have knowledge and application of sector policies and best practice standards.
- Participate and provide input into service and organisational policies and procedures.
- Participate in the service and organisational meetings, where relevant.
- Provide multi-disciplinary advice, including participation in case conferences, where required
- Undertake analysis/design for the planning, development and maintenance of projects, where required.

In addition – Senior Case Coordinator Level 6

- Act in Team Leader’s role as required.
- Have a good understanding of the long-term goals of Toora Women Inc.
- Undertake significant projects and/or service functions involving a high level of analytical, planning and evaluation skills, where required.

Work Health Safety / Quality Systems

- Adhere to Toora Women Inc. WHS policies and procedures including self-care policy.
- Take reasonable care to protect their own health and safety at work and meet all obligations under the WHS Act 2011.
- Work in accordance with relevant sector standards and participate in Toora Quality Improvement Systems, including auditing, surveys and needs analysis.
- Provide reports on progress of activities and programs including recommendations and improvements.

General Accountabilities

- Undertake other duties, as directed.

Name: _____

Signature: _____

Date: _____

Version 12 - October 2020

SELECTION CRITERIA / PERSON SPECIFICATION

Essential Qualification

- Diploma in relevant field (eg. Community Services, AOD or Mental Health)
- Possess a valid ACT Working with Vulnerable People registration and a satisfactory National Police Check.
- Possess a current driver's license and be willing to drive.

Essential Experience

- Minimum 2+ years' experience in the community sector.
- Experience with working with homeless women with high and complex needs, particularly with alcohol and drug dependencies, mental health concerns, sexual assault, domestic violence, incarceration, and women from diverse backgrounds.
- Demonstrated capacity to work with challenging behaviours and crisis situations.
- Computer skills in Microsoft Office.
- Well-developed communication and teamwork skills.

Desirable Experience

- Short-term intervention skills, advocacy within a feminist framework.
- Comprehensive assessment and engagement skills, knowledge and experience of case management and trauma-informed practice.
- Record keeping and data entry skills using SHIP database.
- Relate sensitively with women of diverse cultural, social, economic backgrounds in providing assistance/support to clients in an effective and efficient manner.

Personal Qualities & Behavioral Traits

- Communicate with influence in a positive, proactive, constructive, responsible and respectful manor to inspire and empower others.
- Communicate showing an awareness the impact of communication style on the receiver, adapting personal style to audience.
- Be committed to our mission: Safety, Respect and Choice for Women.
- Be flexible and responsive to the changing environments.
- Be committed to providing quality programs and excellent services and support that represent leadership and innovation.

Conditions of Employment

- The duties of this position may be adapted to suit changing organisational requirements, as determined by Toora Women Inc. planning processes. Any change to the job description will not occur without consultation with the staff concerned.
- Required to work from any location, within the integrated Toora Women Inc. service system.
- Some out-of-hours and on-call work may be required.
- Toora Women Inc. operates a smoke-free workplace.
- Must possess a current driver's license and be willing to drive.
- Must possess a clear and current Working with Vulnerable People registration.
- Must adhere to the policies and procedures of the organisation.
- Must work respectfully and collaboratively with other team members.