

Case Coordinator TDVHS

Toora Women supports women with complex issues who have experienced past or present traumas such as:

- domestic and sexual violence
- the impact of their own or another’s drug and alcohol use and/or mental health issues
- homelessness or at risk of homelessness
- the ACT corrections system.

Our current homelessness and drug and alcohol programs range across variety of settings such as crisis, transitional and head lease accommodation, day program, counselling and outreach support, allowing Toora to provide a wrap-around trauma informed care model, in 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 institutionalization and the harm associated with dependencies.

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.

Performance Indicators

| S.no | Performance indicator | Measurement of performance indicator | Assessment period |
|------|---|--|-------------------|
| 1 | Collaboration, networking and relationships | <ul style="list-style-type: none">• Build and maintain strong relationships with internal and external stakeholders to enhance opportunities for collaboration, partnerships and sharing of resources.• Embrace opportunities to collaborate with your colleagues, and share ideas and knowledge freely to contribute to a positive team culture, and support your colleagues in achieving collective goals.• Represent Toora Women Inc. in a professional manner at all times when at work or out in the community. | 6 months |

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|------|------------------------------|--|-------------------|
| 2 | Developing oneself | <ul style="list-style-type: none"> • Demonstrate a commitment to self-improvement, professional growth, and staying up-to-date with industry trends in your area of expertise and in the social sector. • Actively engage in the performance appraisal process to understand your strengths and areas for focused capability development, and work with your Manager to select learning opportunities that will develop your capabilities and support you in reaching your potential. • Attend professional supervision (internal and external) as required by your role | 6 months |
| 3 | Demonstrate the Toora values | <ul style="list-style-type: none"> • Demonstrate Toora's core values in everything you do at work by aligning your behaviour, decisions, and interactions with our values, contributing to the development of a positive and cohesive work culture. • Be committed to upholding Toora's mission, fostering trust with your colleagues and clients, and promoting a shared sense of purpose and integrity as we work towards the same goal. | 6 months |
| 4 | Service Delivery Excellence | <ul style="list-style-type: none"> • Contribute to providing feedback and supporting continuous improvement ensuring best practice service delivery. • Undertake comprehensive client assessments, including safety and risk following procedures, guidelines and statutory requirements and undertake alcohol and drug interventions underpinned by evidence based models of care and treatment approaches. • Maintain a designated caseload of clients with complex or comorbid presentations, demonstrating the ability to set autonomous priorities, monitor workflow, and consistently provide accurate records in SHIP, including case management plans, identified needs, priorities, goals, action plans and notes. | 6 months |
| 5 | Leadership | <ul style="list-style-type: none"> • Mentor and support other case coordinators and support workers to provide assistance with complex queries as required. • Provide input into processes and procedures and evaluation and monitoring of programs providing insights collected in client facing work. | 6 months |
| 6 | Data and Reporting | <ul style="list-style-type: none"> • Monitor performance outcomes within the TDVHS programs including KPI, contractual outputs and bed utilization data and oversee the data collection. • Support in the first draft of performance reports including data and analysis for contractual outcomes and outcomes. | 6 months |

| S.no | Performance indicator | Measurement of performance indicator | Assessment period |
|------|-----------------------------|---|-------------------|
| 7 | SCHADS Level 5 expectations | <ul style="list-style-type: none"> • Employees at this level will work under general direction from more senior employees and require a higher level of skills and knowledge to achieve results. Employees could be asked to draw upon more than one area of expertise or discipline. • Initiative may be required to be exercised in areas where methods and practices are not established. Employees may also assist in the development of the organisation's programs and procedures. They also may be required to help prepare the budget for the organisation. • Level 5 employees will often supervise and provide expert advice to employees at lower classification levels as well as to volunteers. Employees will monitor the workflow in the area in which they are responsible, as well as organize both their own and lower classified employees' work. | 6 months |

Toora Domestic Violence and Homelessness Service (TDVHS)

MEA Level 5/6

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.

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.

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.

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.

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.
- Adhere to the Toora Women Inc WHS policy and related procedures and take reasonable care to protect your own health and safety at work and meet all obligations under the WHS Act 2011
- Participate in Toora Quality Improvement Systems including auditing, surveys and needs analysis
- Understand and adhere to all Toora policies and procedures.

Performance Expectations by classification as per the Social and Community Services award

Level 5

- Employees at this level will work under general direction from more senior employees and require a higher level of skills and knowledge to achieve results. Employees could be asked to draw upon more than one area of expertise or discipline. Initiative may be required to be exercised in areas where methods and practices are not established. Employees may also assist in the development of the organisation's programs and procedures. They also may be required to help prepare the budget for the organisation.
- Level 5 employees will often supervise and provide expert advice to employees at lower classification levels as well as to volunteers. Employees will monitor the workflow in the area in which they are responsible, as well as organize both their own and lower classified employees' work. It is also important for employees at this level to exercise interpersonal skills to assist in the cooperation of staff as well as clients. Staff will also be responsible for running functions and projects, where outcomes will be outlined in line with the organisations' goals.

- Minimum 3+ years' sector experience (with Bachelor Qualification) or
- Minimum 5+ years' relevant sector experience (with Diploma Qualification)
- 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.
- 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.
- 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.

- Bachelor level qualification in relevant fields Social Work, Social Science, Health or Psychology; or diploma in relevant field (eg. Community Services, AOD or Mental Health)
- ACT Working with Vulnerable People registration
- National Police Check.
- Current driver's license and be willing to drive.