POSITION DESCRIPTION – Case Co-ordinator

SafeT Overview	The Northern Centre (TNC) are embarking on a 12 month pilot program, commencing in January 2022. SafeT – safe transition out of domestic and family violence for women and children in the Ryde LGA, who are no longer living with the perpetrator. SafeT operates on a full-time basis Monday to Friday 8.30am – 4.30pm. It provides outreach support and personalised case management to women with or without dependents in the Ryde LGA, who have left a violent relationship, have had crisis support and now require post crisis support. Post crisis support may take many forms, from assistance with court proceedings (by way of advocacy and referral); housing, employment, welfare entitlements and care for their children (including liaising with schools, playgroups and childcare) in order to sustainably achieve a life free from violence.
Program	As a Case Coordinator for the SafeT pilot**,** you are responsible for delivering person centered, strengths-based case co-ordination services within a human rights framework. This includes the provision of domestic and family violence support and information to participants, including support to secure housing and any other services required to support the participant to achieve a future free from violence. The position is required to support and provide an effective first response to women contacting the SafeT service in line with TNC and SafeT's values. This includes ensuring all clients contacting the service are met with a positive social response and follow up of a high standard. The Case Coordinator will implement the "no wrong door" policy and provide support to navigate the sector as directed by client. The Case Coordinator must work both autonomously and collaboratively within a team environment.
Employment Type	30.4 hours per week (0.8 FTE) – 12 month contract
Award/Level	SCHADS Award
Location	West Ryde
Direct reports	No direct reports
Reports to	Programs Manager and TNC EO
Key relationships	Internal The team at TNC and collocated partners External The sector, stakeholders, other community services and community members

The Northern Centre (TNC) ABN 69 200 106 577 is a public benevolent institution, an incorporated entity, and we are a registered charity. We are governed by the TNC Constitution through an elected voluntary Board and our operations are managed by an Executive Officer. The organisation provides a range of centre based services to the communities in Northern Sydney District, specifically in the area of individual and family support, support for children and young people (TEI contract with DCJ) and homelessness early

intervention (subcontracted by Mission Australia).

Our vision: thriving communities where everyone belongs

Our mission: to work collaboratively with families and individuals of all ages to provide support and build connection and capacity and in doing so help grow resilient and thriving communities. We do this by Strengthening individuals. Connecting families. Building communities.

Our values:
RESPECT / we value and are responsive to the qualities and strengths of each person we work with.
INTEGRITY / we are honest, authentic and trustworthy in everything we do.
INNOVATION / we continuously seek and develop new, creative ways to better meet the needs of our community.
COLLABORATION / we are committed to work in partnership with all stakeholders as a team to achieve our shared objectives.
GENEROSITY / we give from the heart and collective wisdom for common good.

KEY POSITION REQUIREMENTS

Key Accountabilities (what will you do?):			
Key Performance Indicators	**% of time**	**Major Activities**	**Performance Measures**
Case co-ordination support for clients	60%	• Client sessions • Goal setting and developing person centered case plans • Regular reviews of progress towards desired outcomes • Advocacy on behalf of client to other organisations • Referrals to both internal and external services	• Work within a person centered and strength-based framework • Work from a response-based practice to provide holistic support • All clients are provided a positive social response to their queries and needs. • High level written, oral and interpersonal skills are displayed
Administration tasks	20%	• Maintaining relevant database data entry including the recording of all case related interactions • Write support letters • Assist with relevant applications on behalf of clients • Conduct Intake calls and complete initial assessments • No wrong door referrals • Administer Brokerage requests • Participate in internal meetings • Take minutes in case conferences and as needed	• All information is entered accurately, timely and professionally onto relevant database • All calls and enquiries are to be answered and responded to in a timely, professional and empathetic manner • High level written, oral and interpersonal skills are displayed • Demonstrating professional use of emails and other correspondence

		• Petty cash reconciliation • Return calls promptly All enquiries are followed up	
Community Engagement	10%	• Maintain relationships with major stakeholders	• Attending weekly outreach at our partner locations • Demonstrate professional and ethical communication when representing SafeT
Learning and professional development	10%	• Regular attendance at individual organisational and group clinical supervision as stipulated • Ongoing professional development • Engage in relevant and appropriate training opportunities to enhance professional growth	• Actively engage in group clinical supervision • Actively engage in individual clinical supervision • Actively engage in 1:1 meetings with the service lead • Regularly seek out learning and development opportunities

Decision Making Authority:		**Position Challenges:**
This position must act within written policies, procedures of TNC.		Working in a front-line service that provides domestic and family violence support and information to women and children while supporting them to access other relevant traditional and non-traditional services to help establish a life that is safe and free of violence. The case manager will work collaboratively within a team environment.
Tools required for this position:		
Job-related Vehicle	Yes (shared with team)	
Company Credit Card	No	
Mobile Phone	Yes	
Laptop	Yes	
Other	N/A	

Key Responsibilities and tasks:
• Work in alignment with TNC mission, vision and values • Provide comprehensive case management in alignment with TNC policies and procedures to an allocated case load of clients • Contribute to client services program objectives • Adhere to TNC's policies and procedures • Undertake other duties within the scope of this role, as reasonably directed.

SELECTION CRITERIA

Selection Criteria (what are we looking for?):	
Qualifications/Experience	**Attributes/Competencies**
To be female is a genuine requirement for the position under Section 31 of the Anti-Discrimination Act 1977.	**Essential** • Relevant University Qualification in Social Work or Psychology or other relevant degree and demonstrated sector experience

Current Driver's License is a requirement. A successful Working with Children Check (WWCC) and Federal Police check is required to be employed with TNC. CALD women and/or women who identify as Aboriginal and/or Torres Strait Islander are strongly encouraged to apply.	• Demonstrated ability to work within a team environment • Demonstrated ability to use strengths-based approach • Demonstrated ability to work to a self-directed plan and prioritise workload, and show initiative • Excellent organisational and administrative skills with attention to detail, efficiency and ownership • Excellent verbal communications and interpersonal skills including competence to manage sensitive matters and materials • Sound written communication skills, including knowledge of best practice in writing case notes • Computer literacy skills to at least an intermediate level • A confident, proactive 'can-do' attitude with willingness to multitask and self-manage competing priorities with proactive communication and flexibility to support your team • Current First Aid certificate • Current WWCC • Current Police Check
Skills	**Desirable**
	• Proven ability to work without direct supervision in outreach services. • Demonstrated understanding of the impacts of domestic and family violence

Acceptance and verification

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. Employees will therefore be expected to comply with Manager's directions when and as required, which may include completion of duties not listed in this document. This section verifies the successful candidate and Executive Officer have read this Position Description and understand the work expectations.

Candidate

Name:
Signature:
Date:

Executive Officer

Name:
Signature:
Date: