



Total Workforce Services

Application Information Package for the job opportunity:

Case Managers

Nepean-Blue Mountains WDV CAS

Reference Number: 011BWG



Thank you for your interest in these positions. This package contains the information you require to apply for the position, including:

- Overview about the Employer
- Job Description
- Position details
- Selection Criteria

About the employer...

Our client, Blacktown Women's and Girls Health Centre (BWGHC), is a feminist, non-for-profit charity meeting the needs of excellent health and wellbeing initiatives for women and girls and envisages a community in which women exercise equal rights, choose their own destiny and have a safe environment for themselves and their children. BWGHC work towards this by providing counselling, information and referral, advocacy, capacity building and support services to clients.

The organisation has been established in the area for over 30 years as one of 21 Women's Health Centres across NSW. Over this time, the BWGHC has grown and evolved to run a range of programs including women only Doctor and Nurse Clinics, Early Childhood Clinics, Legal Services, Drug and Alcohol support and advice, Counselling (Generalist and Domestic Violence), Case Work, Group Work and Information Services and auspice the North-West Sydney Women's Domestic Violence Court Advocacy Services.

Their Mission

BWGHC are committed to providing a professional, affordable and holistic gender-informed service promoting health, wellbeing and empowerment for women, delivered in a caring, non-judgemental, respectful and safe environment.

They achieve this by:

- Providing a holistic women's health service to the community
- Educating women and children so they can make informed choices about healthcare and well-being
- Empowering women and children to make informed choices throughout their lives
- Providing a safe place for women and children
- Advocating for and supporting women from a feminist perspective

Values

BWGHC recognise that women's health encompasses the physical, spiritual, environmental, emotional and social wellbeing of women and girls. BWGHC offers a holistic approach to understanding, managing and supporting women, girls and the broader community in the Blacktown LGA to make informed decisions about their own health and wellbeing. This approach is based on feminist philosophy, with an emphasis on respect and empowerment for all women and girls.

BWGHC values are:

- Dignity –treating all people in a way that is respectful of their diversity and as valued individuals
- Compassion – in their interactions with people, they strive to be kind and empathic
- Optimism – an unwavering belief in the positive potential inherent in people and society

The Community

BWGHC provides health and well-being services to women and girls in Blacktown LGA, a 'huge and diverse' area with high levels of cultural and linguistic diversity. Many areas of Blacktown LGA experience high levels of socio-economic disadvantage, poor health outcomes and high levels of unmet need when it comes to service provision. The area is also experiencing rapid urban development and population growth and is now one of the most densely populated Local Government Areas in Western Sydney, further increasing the demand for services.

Leave work each day feeling part of making a difference to the local community! Find out more on [their website](#).

Some of the great benefits provided to employees...

- Salary Packaging – increase your take home pay
- Some above Award conditions
- Opportunities for multi skilling and up-skilling
- High level of diversity in role
- Excellent working environment

About the Opportunity...

Part of the Nepean-Blue Mountains WDVCAS; these roles provide case management support to WDVCAS 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
- Are not able to be referred to another case management service in the area
- Consent to being referred into case management

About the Program...

The aim of the Women's Domestic Violence Court Advocacy Service (WDVCAS) program is to provide women experiencing domestic and family violence with threat assessment and safety planning, case coordination, information and Court Advocacy for clients in obtaining legal protection through an Apprehended Domestic Violence Order and provide liaison and secretariat support for Safety Action Meetings (SAMs). WDVCAS also work in cooperation with other services at BWGHC. These roles are part of the Nepean-Blue Mountains WDVCAS.

Position Details...

Hours per week:	35hrs per week in total
Days of work:	5 days per week – Monday to Friday
Start/finish times:	To be negotiated
Award Coverage:	Salary and conditions of employment will be as described in the NSW SCHADS Award
Salary:	Salary classified at Level 5
Positions available:	There are multiple positions being advertised
Location:	To be confirmed but will be in the Penrith area
Travel:	Travel will be expected in the Nepean, Blue Mountains and Hawkesbury area.

Probationary Period...

A six-month probationary period applies to all positions at this employer from the date of appointment. A probationary review will be conducted prior to conclusion of this period.

Pre-employment checks required...

The successful applicant will be required to participate in the following as part of the recruitment process:

- Right to Work in Australia
- NSW Working with Children Check
- Criminal Background Check
- COVID vaccination

Salary Packaging...

This employer has been endorsed as a Public Benevolent Institute (PBI). As such, they can offer their employees access to salary packaging benefits. Salary packaging offers significant tax benefits which present an opportunity for you to increase your take home pay by allowing you to take part of your income as a tax-free benefit. Salary packaging is completely voluntary but if you choose to utilise this, it can decrease your taxable income and therefore tax paid, increasing the amount you take home each pay period.

Child Related Employment...

This role is classified as child related employment and as such, the successful applicant will be required to provide a copy of current clearance of a paid employment type NSW Working with Children (WWC) check (under the Child Protection (Working with Children) Act 2012). A copy of the letter you received from the Office of the Children's Guardian confirming your identity, your NSW WWC check number and expiry date is suitable.

If you don't currently hold a NSW WWC check, you do not need to gain this prior to applying for this job. Please accept this as advanced notice that should you progress through the recruitment process as far as to being offered the role, you would need to agree to apply for a check without delay as it can take up to 4 weeks to process. Fees involved are generally tax deductible.

However, if you currently hold a WWC check from another state or you hold a volunteer type NSW WWC, legislation does allow for you to start in the role assuming you apply to transfer to a new paid employment check within 3 months. So again, please note you do not need to gain this prior to applying for this job.

For more information, please visit the [Office of the Children's Guardian website](#)

COVID-19...

The services this employer is funded to provide to the community is categorised as an essential service so has remained open during COVID-19 shutdown periods. Just some of the measures this employer has adopted to ensure they are providing a COVID-SAFE workplace for their employees are:

- Daily cleaning of the premises and other items
- Social distancing
- Providing hand sanitizer
- Providing personal protective wear if needed
- Asking staff feeling unwell to remain home instead of coming into work

It is a requirement that all employees are fully vaccinated for COVID-19 (including boosters as relevant) due to the nature of the work including working with vulnerable members of the community. Please note, the successful applicant will be required to provide their proof of vaccine certificate which will be securely stored in their personnel file.

The Position Description...

Case Manager

Award/Rate of Pay: SCHADS AWARD Level: 5

Accountabilities: WDVCAS Manager & Assistant Manager

Position summary: The WDVCAS Case Management Worker provides case management support to WDVCAS 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.

It is recommended that this role is remunerated in with line with a Grade 5 (minimum) for a Social and Community Service Employee under the Social Community, Home Care and Disability Services Industry Award 2010 (Commonwealth). The specific level of remuneration is dependent upon the worker's experience.

RESPONSIBILITIES OF THIS ROLE

Their work includes, but is not limited to, the following key responsibilities:

- Case management of WDVCAS clients, including development, implementation, assessment and review of case plans with clients
- Intake meetings with the Manager who is responsible for referral of WDVCAS 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 SAM Coordinator to ensure all clients assessed as 'at serious threat' are placed on the agenda for the next SAM when necessary
- Attendance at Safety Action Meetings and court as required
- Liaison with clients in relation to Safety Action Plans developed at SAMs
- Develop and maintain strong working relationships with key WDV CAS partners, including the NSW Police Force, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services
- Undertake tasks at the direction of the WDV CAS Manager
- Undertake internal and external supervision
- Undertake professional development and training
- Attendance at relevant community meetings and interagency events as directed by the Manager
- Compliance with the WDV CAP Service Agreement, WDV CAP Policy and Procedure Manual, WDV CAP Case Management Policy and all other designated WDV CAS documents

ESSENTIAL SKILLS & KNOWLEDGE

- Relevant qualifications and/or experience in community services or social work
- Demonstrated experience in case management
- Demonstrated ability to engage effectively with clients in crisis and provide appropriate, trauma-informed support
- Ability to work independently and as part of a multifunctional team
- Understanding of domestic and family violence, its complexities and consequences
- Understanding of intersectionality between social issues and domestic and family violence, in particular the barriers that women may face when leaving violence
- Knowledge of the criminal justice response to domestic and family violence including Apprehended Domestic Violence Orders

- Ability to deliver services in accordance with the WDV CAP Service Agreement, WDV CAP Policy and Procedure Manual, WDV CAS Case Management Policy and other operational documents
- Ability to work with local communities and services to promote awareness of domestic and family violence and WDV CAS services
- Excellent communication skills, particularly in negotiation, advocacy and conflict resolution
- Knowledge of and an ability to work effectively with interpreter services
- Ability to meet with clients away from the WDV CAS office in accordance with safety assessments and processes
- Excellent organisational and administrative skills
- Current Working with Children Check and NSW Police Force criminal record check

Recruitment process...

- You may be invited to initially participate in a brief telephone interview to discuss your application further and your suitability for the role
- Short listing of applicants for interview and notification is normally completed within a one to two-week period. Likewise, unsuccessful applications will be notified in this timeframe also
- It is standard practise to interview with a Selection Panel comprised by the employer themselves. The final decision of applicant suitability rests with them and is based on the Selection Criteria.

How to Apply...

Please send us your resume which should include details of your previous work history with a brief description of duties associated as well as your educational history.

You will also need to address the selection criteria as mentioned in the ad/Position Description. The reason our client requires this information as it helps them make an informed decision about your suitability for the role and if you should proceed to interview. Addressing the selection criteria doesn't need to be a lengthy process, a few sentences to each is fine. It's all about allowing us a chance to get to know you a little deeper in things that might not be covered specifically in your just your resume.

To apply please fill out an application on our website:

www.totalworkforceservices.com.au

Receipt of your application will be confirmed by email.

Still looking for more information?

If you have any questions or would like to talk a bit more about this job before applying, please call us on (02) 4555 4634 or email jobs@totalworkforceservices.com.au

Thank you for your expression of interest regarding this great opportunity.

Good Luck!