

Position Description

Position Title	Case Manager Women's Centre
Directorate	Community Development
Business Unit/s	Community Development
Reports to	Women's Centre Coordinator
Classification	Level 7 - Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

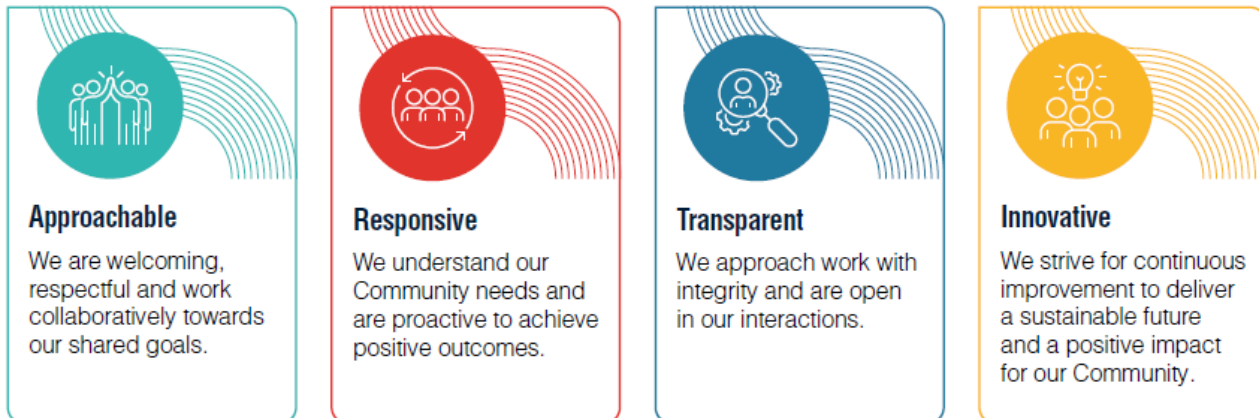
A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling's core values are:



Approachable

We are welcoming, respectful and work collaboratively towards our shared goals.

Responsive

We understand our Community needs and are proactive to achieve positive outcomes.

Transparent

We approach work with integrity and are open in our interactions.

Innovative

We strive for continuous improvement to deliver a sustainable future and a positive impact for our Community.

Reporting Relationships

This position reports to the Women’s Centre Coordinator.

Position Overview

This position assists in the provision of safe accommodation and support for women and children who are experiencing domestic violence or who are homeless and/or are in crisis. This position provides support to customers residing in the Stirling Women’s Centre (SWC) and in the community utilising a case management model. The position also provides support with other tasks involved in the day to day running of the SWC.

Position Objectives

- Conduct interviews with customers to assess for eligibility to access SWC services.
- Undertake initial screening and intake, conducting risk and needs assessments and appropriate safety planning.
- Work with customers to develop strengths-based case management plans that empower them and enable them to achieve their goals.
- Operate in a therapeutic manner that recognises the impact of past trauma and provides customers with access to appropriate supports that foster healing and recovery.
- Build the capacity of customers to ensure they are aware of their rights and responsibilities.
- Conduct safety audits for outreach customers, which include recommendations for security upgrades and/or other safety measures that would enhance the customer’s personal safety.
- Work in consultation with all customers to provide a range of information and support options to enable them to make choices to enhance their safety and wellbeing, prevent homelessness, increase self-reliance and build their capacity to live independently.
- Maintain concise, accurate records of case management in accordance with relevant management practices and procedures.
- Enter customer data into the Special Homelessness Information Platform (SHIP).
- Ensure that SWC house rules and rostered duties are adhered to, including security of the premises and maintaining a reasonable standard of hygiene and cleanliness, assisting customers where needed.
- Assist in the ordering, receipting and storage of foodstuffs, equipment and materials.
- Liaise with appropriate Government Departments and with other local agencies in relation to individual case management plans.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Tertiary qualification (i.e., social work, social sciences, community services) or demonstrated equivalent experience.	Essential
Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Current Provide First Aid Certificate.	Essential
Current Working with Children Check.	Essential
Knowledge, Skills, Experience & Abilities	
Knowledge of domestic and family violence issues affecting both women and children, including those from culturally and linguistically diverse backgrounds and First Nations peoples.	Essential
High level knowledge of general models of intervention in social work and case management principles.	Essential
Highly developed experience in delivering trauma informed complex case management support and system advocacy.	Essential
Experience and skills in risk assessment, safety planning and crisis support.	Essential
Knowledge of Government and community agencies and resources that assist families impacted by family and domestic violence and/or homelessness.	Essential

Highly developed interpersonal skills including the ability to liaise effectively with and coordinate external stakeholders to achieve positive outcomes for clients	Essential
Ability to facilitate conflict resolution and high-level negotiation/advocacy skills.	Essential
Highly developed written communication skills including the ability to produce accurate case notes.	Essential
Ability to function in a multi-disciplinary team and work independently when required.	Essential
Ability to work effectively in culturally diverse environments and form positive working relationships with individuals from diverse cultural backgrounds.	Essential
Ability in using Microsoft Office, document management systems, financial systems and customer databases.	Essential
Highly developed planning and organisational skills with the ability to effectively prioritise multiple tasks and coordinate conflicting priorities to meet deadlines.	Essential
Substantial experience working in a community services environment, dealing with issues affecting women and children in crisis.	Desirable
Ability to use the Outcomes Star tool to support customers to achieve their goals and measure impact	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date	January 2023	Officer	Manager Community Development
Last reviewed/Modified	Date	January 2024	Officer	Manager Community Development