

POSITION DESCRIPTION

REFUGE AND CASEWORK MANAGER

PRIMARY PURPOSE

The Refuge and Casework Manager is responsible for the effective management and coordination of our refuge and casework services and is a member of our leadership team. The Manager supervises, supports and guides the professional development of the casework team. She is also responsible for planning, developing and leading the delivery of our refuge and casework services to women and their children. The Manager oversees and ensures accurate data collection related to our refuge and casework services. Other responsibilities include development of casework and refuge-related partnerships and relationships; administration related to the role; and ensuring our refuge and casework services are delivered safely and are consistent with our organisational values and strategic goals.

As a member of the leadership team, the Manager will attend leadership team meetings; collaborate with leadership team members and the CEO on strategic and operational matters; prepare reports for the board and lead strategic projects relevant to her role.

The Manager is not required to hold a client caseload on an ongoing basis, but she must provide casework services to clients when necessary, such as when caseworkers are on leave, or where in the Manager's opinion, a client or clients require her services.

POSITION IN CONTEXT

- Reporting to the CEO
- Member of the leadership team
- Collaborating with Community Programs Manager about programs and clinics available to casework clients
- Collaborating with Operations team about client re-location services and other key operational matters related to casework and refuge services such as premises security
- Collaborating with the Philanthropy and Communications Manager about funding applications, funding relationships and funding acquittals related to refuge and casework services

The direct reports of this role are the Domestic and Family Violence Caseworkers (tertiary qualified social workers) and the Housing Coordinator. This role may also coordinate and direct volunteers who are supporting refuge or casework-related services.

At the time of advertising, we employ three Domestic and Family Violence Caseworkers and one Housing Coordinator. It is anticipated that the team will grow over the next one to two years to at least three more specialist caseworkers; they will be direct or indirect reports of this role.

RESPONSIBILITIES

1. Service management and coordination

- Ensure the effective and efficient running of the refuge and casework service, including management of on-call rosters
- Provide back-up to staff rostered on-call
- Develop and coordinate service planning processes and manage all related service activities
- Manage the refuge and casework budget and contribute to development of that budget
- Work with the CEO and leadership team to review and implement policies and procedures
- Provide the CEO with advice and evaluation of the refuge and casework services
- Collaborate with the Operations Manager and CEO as required, for the selection, recruitment and orientation of team members, and ensure contracts are up to date
- Prepare reports on service, including for the organisation's Annual Report, reports to funders and reports to the Board
- Collaborate with the leadership team and CEO on the preparation of submissions and documents required for the development and enhancement of the service
- Develop refuge and casework services to align with Domestic Violence NSW standards or guidelines and relevant State or Federal government child safe standards

2. Supervision, support and development of team

- Provide management, supervision, support and debriefing to team
- Coordinate external supervision for casework team
- Manage, coordinate and monitor team workloads and rosters, including on-call
- Hold regular team meetings
- Provide advice and support for casework team on child protection and child safety matters
- Maintain a safe working environment; raise safety concerns with leadership team and CEO
- Develop plans in consultation with team members, for their training and development
- Provide informal support and advice to team members as required

3. Delivery of safe, high quality and confidential services for clients

- Oversee and ensure comprehensive case management for all casework clients, including refuge clients
- Manage the refuge and casework service in accordance with organisational policies and procedures
- Oversee and manage intake assessment and referral processes
- Lead and collaborate on strategic projects related to refuge and casework services such as the development of a Housing Strategy and Refuge Services Model
- Collaborate with Operations team on effective delivery of refuge operational services including for example housekeeping, shopping, maintenance, relocations and safety.
- Develop, maintain and monitor a client feedback system, consistent with organisational processes and any impact evaluation process
- Manage client complaints in accordance with organisational processes
- Ensure refuge and casework processes prioritise the security, safety and confidentiality of clients

4. Administration

- Use efficient administrative systems for refuge and casework services
- Ensure team maintains comprehensive client records and client related information in the relevant database
- Collaborate with colleagues on the maintenance and updating of data storage systems related to client records and, where required, the updating of data storage systems related to funding of services.
- Ensure that all data and record keeping systems are used accurately and effectively
- Attend to incoming correspondence
- Manage and monitor staff leave and other entitlements and rosters

5. Partnerships and relationships

- Develop and maintain relationships with key government and non-government organisations and networks related to refuge and casework clients
- Initiate and participate in service coordination activities which maximise service options and outcomes for clients.
- Represent Mary's House Services on relevant working parties, interagencies, committees, or conferences as required.
- Provide information and support to the Philanthropy and Communications team about client service delivery

6. Other duties

- Participate in professional development and training as agreed with the CEO
- Attend and participate in any performance appraisal related activities
- Perform other related duties as negotiated and deemed reasonable

Essential attributes

- Working with Children Check
- Police Check
- Willingness to hold a current First Aid Certificate
- You must identify as a woman. Mary's House Services considers being a woman to be a genuine occupational qualification for this position under s.31 of the Anti-Discrimination Act 1977 (NSW).

Essential skills and experience

- Degree-level qualification in Social Work, at a level eligible for membership of the AASW
- More than 8 years' experience as a social worker, or in a role demonstrated to have equivalent requirements
- More than three years' experience working in the domestic and family violence sector
- Demonstrated ability to lead and manage others in a working environment
- Demonstrated ability to oversee and manage the collection and reporting on client data, including data of a sensitive nature
- Demonstrated ability to manage a budget
- High level interpersonal and relationship-building skills, and a friendly disposition

- Strong administration and organisational skills
- Strong attention to detail and accuracy
- Good time management and prioritisation skills and an ability to work autonomously
- Demonstrated excellent written and verbal communication skills

Desirable skills and experience

- Experience managing a women's refuge, or working in a women's refuge
- Experience managing an accommodation service, where client safety and wellbeing are factors
- Experience managing a team of social workers in the domestic and family violence sector
- Ability and willingness to speak publicly on behalf of an organisation when required

Previous experience working in a not-for-profit organisation, where philanthropic funding sources are part of the source of operating funds, will also be highly regarded.

KEY PERFORMANCE INDICATORS

- Casework and refuge services are delivered in a trauma-informed, safe and effective manner, consistent with organisational values
- Caseworkers are supervised and supported to prepare effective safety and casework plans for clients
- Refuge clients are inducted and welcomed to the refuge, and exited from the refuge in a comprehensive, safe and kind manner, consistent with organisational values.
- Data relating to refuge and casework clients is entered into our client database in a timely and accurate manner; reports on casework and refuge client data are generated and analysed to ensure ongoing excellence in service delivery
- Effectively supporting and nurturing the professional development and wellbeing of your team
- Initiation of process improvements related to refuge and casework services
- Contributing effectively to leadership team projects and discussions