



Albury Wodonga Aboriginal Health Service Ltd

POSITION DESCRIPTION

Position Title :	Dhelk Dja- Family Violence Case Manager
Reports to:	Programs Manager
Supervised by:	Program Coordinator
Employment:	As per employment contract
Award :	Aboriginal Controlled Community Health Sector Award
Salary:	As per employment contract

This is an identified Aboriginal/Torres Strait Islander Position

Position Approval	Approved: David Noonan
Last updated: new position- 7/05/2021	Date: 13/05/2021

ORGANISATION

Albury Wodonga Aboriginal Health Service Inc. (AWAHS) is an Aboriginal Community Controlled Health Organisation. AWAHS provides first class Primary Health Care Services to the Aboriginal community who reside in Albury / Wodonga and surrounding areas. As a Bulk Billing Health Service there is no charge to our clients for the medical services provided.

VISION STATEMENT

We support the Aboriginal community towards a better tomorrow. Our focus is to work alongside you to create generational health change.

POSITION PURPOSE

The Case Manager will be directly responsible for:

- Provision of case management support to family violence clients.
- Promoting a client focused approach to engaging with clients affected by family violence
- Empowering clients by ensuring that family violence support programs and services are delivered from a holistic perspective, within the principles and goals of primary health care.

RELATIONSHIPS

Supervision

The position reports directly to the Programs Manager and will be supervised by the Program Coordinator

Internal

The incumbent will work collaboratively with all other team members of AWAHS.

External

The Dhelk Dja- Family Violence Case Manager will engage with other Aboriginal Organisations, Government bodies and key stakeholders

DUTIES OF THE POSITION

Case management

- Provide client and family consultation, assessment, support, referral and follow up for clients impacted by Family Violence and the related health factors including grief and loss, trauma, mental health and/or alcohol and other drug use
- Participate in team care planning for Dhelk Dja clients.
- Provide outreach support (as required).
- Provide case management in line with current “best practice”
- Work in partnership with clients in the provision of recovery focused interventions and the development of goals identified in an agreed plan.
- Facilitate and participate in community screening activities.
- Actively promote and provide a holistic approach to care which focuses on the needs of the client and their families.
- Ensure access to mainstream and specialist services for Aboriginal people.
- Work with service providers from other agencies to add to the flexible service response needed to work with the Aboriginal people.
- Participate in the planning, implementation, and provision of group options.
- Provide input to the team’s work and to other programs within the Service.
- Liaise with a range of clinical, community groups and agencies with a view to improving the provision and co-ordination of a broad range of services to the target group.
- Provide detailed examination, risk assessment of clients.

Community Development/ Health Promotion

- Assist with co-ordinating activities relating to Holistic healing, preventing the cycle of violence and building Aboriginal family violence workforce capacity within AWAHS
- Participate in the development of community work projects and programs designed to enhance the community’s ability to respond to the needs of Aboriginal people.
- Deliver health education to clients
- Distribute health promotion brochures, develop, organise and run health promotion programs.
- Provide community health education, awareness and prevention programs
- Work collaboratively with other service providers to develop and implement cultural understanding.
- Additional duties as directed by the Programs manager and Program Coordinator.

Administrative

- Maintain accurate client and program records, and statistics as required.
- Submission of reports and documents within required timeframes or as requested.
- Participate in research activities including the compilation of daily and monthly statistics on the services provided as required.
- Participate in the ongoing development and implementation of policies as required.

Professional

- Maintain confidentiality.
- Accept personal responsibility and be accountable for professional practice.

- Participate in performance appraisal and supervision processes.
- Maintain professional skills and knowledge via appropriate staff development activities.
- Demonstrate excellent communication skills in recording and reporting information to the multidisciplinary team.
- Actively uphold the AWAHS philosophy, policies and procedures.
- Contribute to the development and maintenance of a supportive environment within the team.
- Participate in the evaluation of the program's services and group activities.
- Work in accordance with the EEO, OH&S, Code of Conduct and safe working practices, policies and procedures of the Albury Wodonga Aboriginal Health Service.
- Participate in quality improvement activities.
- Work as part of a team and actively participate in staff meetings.

ORGANISATION CHART

Refer to the Organisational Chart on the AWAHS website.

SELECTION CRITERIA

- Certificate III or higher qualifications relevant to the role plus extensive relevant experience in the field
- Extensive relevant experience in supporting Aboriginal people and their families who have been impacted by family violence.
- Understanding of the current health issues relevant to Aboriginal & Torres Strait Islander communities
- Demonstrated high level of written, verbal and interpersonal communication skills
- Advanced computer literacy
- Current Drivers Licence

EMPLOYMENT PREREQUISITES

- Current and clear Criminal Record Check
- Current and clear Working with Children Check
- Complete and appropriate for role Health Declaration Form
- This is an identified Aboriginal/Torres Strait Islander Position. Proof of Aboriginality is a legitimate requirement. Exemption is claimed under Section 14 of the Antidiscrimination Act.

DECLARATION

I acknowledge that I have read the Position Description understood its contents and agree to work in accordance with the requirements of the position. I also understand and accept that I must comply with the organisation's policies and procedures including Confidentiality and Code of Ethics during and beyond my employment with Albury Wodonga Aboriginal Health Service Ltd.

Name

Signature Date