

Position Description

Case Manager (Horsham) – Victims Assistance and Counselling Program Full Time or Part Time



Position Title: Case Manager – Victims Assistance and Counselling Program	Department: Community Services
Reports to Position Title: Team Leader Barwon South West VACP	Site Location: Geelong
Classification: Level 4.1 Commencing salary pro rata \$44,913	Last Reviewed on: 30/07/2010

About Centacare Ballarat

Centacare, Catholic Diocese of Ballarat Inc (Centacare) is the social services arm of the Catholic Diocese of Ballarat. Centacare provides a range of social services to the communities of Western Victoria, encompassing an area from the NSW border (Mildura to Swan Hill) to much of the coast of SW Victoria, from the border with SA to the east of Ballarat. The organisation currently has offices in Ballarat, Mildura, Red Cliffs, Swan Hill, Warrnambool, Hamilton, Horsham, Geelong and Bacchus Marsh and outreach services to Daylesford, Ararat and Colac. Centacare delivers its services with funding support mostly from the Federal and State Governments and works collaboratively with both governments and other community service organisations. It integrates a range of programs across its portfolios of Community Services (including mental health, homelessness and advocacy services), Family Services, Youth Services and Employment Services, many areas of service having a significant outreach component. Over 150 staff are currently employed by Centacare across Western Victoria.

Centacare's Mission, Vision and Values

Centacare is committed to the provision of services which support people to live with choice and opportunity and free from discrimination, so that its vision of “life-giving communities in a just society” can approach reality. The values that guide services to the community are respect, justice, collaboration, community, integrity and accountability. Those involved in Centacare's service provision demonstrate these values in their daily work.

About the Victims Assistance and Counselling Program (VACP)

The VACP provides support and response to victims of violent crime both in person and by telephone. Outreach services, practical support, court support, referrals (including to solicitors to prepare VOCAT applications), advocacy and assistance in completing Victim Impact Statements are all provided by VACP workers in response to individual needs. The focus of the service is to minimize the impact of the crime on the person's wellbeing while supporting victims through the justice process, and supporting them to feel safe and confident in their environment. This is a program that involves close links with stakeholders in the justice sector such as the courts, police and the legal fraternity; the community sector such as homeless, mental health and psychological services; the broader and state wide community such as Indigenous and CALD communities, the Victims Support Agency and the Victims of Crime Assistance Tribunal. Critical to the success of the program for victims is the strength of these relationships, the case management approach to flexibly responding to individual victim's needs in a timely manner, and the rapport that exists between the case manager and the victim.

Main activities in each Key Result Area	
Key Result Area	Major Activities
Service provision	<ul style="list-style-type: none"> • Provide timely community based case management services in accordance with best practice and the VACP guidelines, both centrally and on an outreach basis. • In consultation with the team leader / Manager utilise brokerage funds responsibly and flexibly. • Support victims through the justice process, ensuring they are fully aware of the process. • Identify and develop support groups for victims of crime. • Implement waiting lists in cooperation with the VACP Manager and Team Leader
Development and nurturing of stakeholder relationships	<ul style="list-style-type: none"> • Develop and nurture strong relationships in the justice system, the community sector and vulnerable communities such as the Indigenous and CALD communities, people who are homeless and those with mental health issues. • Develop protocols for service access and delivery and with regard to the Indigenous Victims of Crime Strategy. • Along with other VACP staff, develop strong links between the VACP and Statewide stakeholders such as Victims Helpline and Victims of Crime Administrative Tribunal. • Work with the VACP project worker(s) and in the promotion of the VACP.
Quality	<ul style="list-style-type: none"> • Identify best practice in service delivery, particularly in case management practices, and seek opportunities to take up best practice in VACP service delivery. • Support the development of and utilize common VACP case management documentation including referral forms. • Utilize brokerage funds in an innovative, responsible, timely and flexible manner with reference to best practice where possible • Participate in an ongoing evaluation process with a focus on client outcomes, service responsiveness and flexibility, and staff satisfaction. • Participate in ongoing education and training as identified /approved

Key selection criteria
<ul style="list-style-type: none"> • Qualifications in social welfare or related field, • Experience in case management, • Experience in delivering services within the community, • Highly developed communication and interpersonal skills, • Well developed priority and time management skills, • Good knowledge of the values espoused by Centacare, • Preparedness to travel across the region, • Knowledge of court processes is desirable, • Experience in group work is desirable

Essential requirements
<ul style="list-style-type: none"> • The provision of a successful Police check and Working with Children Check (or evidence to indicate an application has been made and is in progress)

- A current unrestricted Drivers Licence

Location of VACP Case Manager's position

The position will be physically located at Geelong. The VACP program is a component of Centacare's Community Services Program which includes Homelessness, Mental Health and Advocacy Services. Other locations from which the VACP is to be delivered by Centacare are Ballarat, Horsham and Warrnambool.

Reporting

The position of Case Manager (Geelong) will report to the Team Leader (Barwon South West).

Remuneration

The Case Manager will be remunerated in accordance with the Diocesan award commencing at Level 4 Position 1 - \$44,913 pro rata. As staff of a charitable organization, Centacare staff are eligible to participate in salary sacrificing arrangements.

Queries

Queries can be directed to Ms Heather Mather, Manager Youth and Justice Services, on 5336 7900.

All applications addressing Key Selection Criteria along with contact details of 3 referee's should be forwarded **electronically** by close of business **12 August 2010** to:

**Human Resource Manager,
Centacare, Catholic Diocese of Ballarat,
HR@centacareballarat.org.au**