

DFV SPECIALIST CASE MANAGEMENT AND INTEGRATED PROGRAMS OVERVIEW

DFV Specialist Workers undertake a client-focused and strengths-based approach to assisting clients who have experienced domestic or family violence through a case management framework including the elements:

1. Entry and Screening
2. Assessment
3. Planning
4. Direct Service and Action
5. Referral and Coordination
6. Monitoring and Review
7. Exit and Follow up
8. Evaluation

A Safety First Approach underpins all work with clients accessing services.

Services are provided in a way that ensures:

- Each person is provided a timely response on initial contact with the service
- Each client is provided with clear consistent information about the services that can be provided, and the rights and responsibilities that apply to both workers and clients
- All services are delivered in a manner which is culturally appropriate and respectful of the diversity and special needs of clients from minority groups
- All work with clients will aim to be sensitive to aspects of diversity, such as Aboriginality, cultural and linguistic diversity, mental or physical disability, sexual orientation and religious beliefs. Consultation /co-working with other services, or access to interpreters, will be arranged as necessary.
- Each client is given the opportunity to actively participate in and be supported in an assessment process, which focuses on client strengths, past successful achievements, and present and possible future needs
- Each child has his/her needs assessed, as an individual and as part of a family oriented assessment
- Each client's assessment and service provision is enhanced by the involvement of external agencies as appropriate
- Each client is given the opportunity to identify realistic immediate, short and long term goals and action plans
- All efforts will be made to ensure client safety and the safety of others
- Each client receives flexible service provision based on the changing needs, circumstances and wishes of the client, according to the available resources of the service
- Each client receives relevant information regarding needs, options and other support services
- Each client receives a coordinated service based on their individualised case plan and agreed goals, and participates in the monitoring and review of said case plan
- Assessments and discussions with clients will always be held in a confidential and private environment, and be mindful of the needs of children accompanying the client.

- Each client is actively encouraged to provide feedback to the service throughout the support period
- Each client is encouraged to participate in exit planning
- Each client has a plan for case closure which maintains achievements and assists her/them to continue these achievements in the future
- Accurate record keeping is a key step in case management. File notes will be accurate, succinct and objective, and be treated with confidentiality and respect.
- Case management will be recorded electronically, and client data will be recorded on the h2h data base.

OTHER IDENTIFIED INTEGRATED SERVICES AND PROGRAMS
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ON CALL

Participation in the on call roster is integral to the DFV Specialist Case Manager position. It involves responding to out of hours domestic and family violence (DFV) crisis situations as appropriate. On call duties include:

- working collaboratively as part of a team; on call is on a rotational roster. Hours will consist of after hours weeknight, weekend and public holiday on call duties
- working with limited supervision, and referring to Supervisor/Manager/Executive Officer at commencement, during and at end of each work period, exercising a degree of autonomy within defined practices
- contributing to ensuring quality outcomes for women and children experiencing DFV by adopting a client-focused approach addressing physical, emotional and social needs within a case management framework.
- Remuneration as per the Yarredi Enterprise Agreement
- Phone will be provided for on call duties, and vehicle for call outs

SUPPORTED HOUSING

Provision of client support under various accommodation and housing programs including crisis and emergency accommodation. These include on site, Supportive Housing Program properties, DFV-CAP, motel and waitlist support, and clients in transitional or other housing.

SAFE AT HOME (SAH)

SAH enables the installation of security measures to enhance the ability of women and children to live safely in their home. Role includes assessment, safety planning, and recommendations and referral to implement safety and security upgrades.

NB Other programs may be introduced or required from time to time.