

POSITION DESCRIPTION

Position Title:	Case Manager, Indigenous Program (Identified Position)
Location:	Spring Hill
Employer:	Bravehearts
Terms:	Part-time (Wednesday to Friday)
Reports to:	Manager of Advocacy and Support Service



Our Vision

To make Australia the safest place in the world to raise a child.

Mission Statement

Our Mission is to prevent child sexual assault in our society.

Guiding Principles

Our Guiding Principles are to, at all times, do all things to serve our Mission without fear or favour or compromise and to continually ensure that the best interests human rights and protection of the child are placed before all other considerations.

Guiding Values

Our guiding values are to at all times do all things to serve our Mission with uncompromising integrity, respect, energy and empathy, ensuring fairness, justice and hope for all children and those who protect them.

1. PURPOSE OF POSITION:

The role of the Case Manager, Indigenous Program is to provide practical support to Bravehearts' Case Management clients, managing a caseload and responding to new queries, particularly where the clients identify as indigenous.

The majority of clients are adult survivors of child sexual assault. Support is provided via telephone (nationally) or face-to-face in the office in which the worker is based. Case Management support focusses on achieving practical outcomes for clients, and ensure culturally safe practices. The Case Manager will work collaboratively with the Bravehearts Therapeutic Team, where the client is engaged with the Therapeutic Team to receive emotional support.

Advocacy and support is primarily provided as service delivery to those affected by the Royal Commission into Institutional Responses to Child Sexual Assault, and assistance engaging with the Commission.

Advocacy and support is also provided to survivors and their families more generally to assist them in their dealings with: police; the criminal justice system; family law processes; processes to seek compensation; other government agencies; schools. Royal Commission is to assist the National Manager of Advocacy and Support Services in the facilitation of service delivery coordination of other Bravehearts activities including but not limited to research and lobbying related to the Royal Commission into Institutional Responses to Child Sexual Assault.

The Case Manager, Indigenous Program also provides advocacy and support to families and individuals who have experienced child sexual assault. Support and advocacy in their dealings with the legal system including the Royal Commission and government agencies is crucial in assisting survivors and their families heal. While the majority of clients are parents whose children have disclosed, Bravehearts also provides advocacy and support for adult survivors where possible.

2. TERM OF APPOINTMENT:

Permanent Part time

2.1 Remuneration range

Level 5 of the Social, Community, Home Care and Disability Services Industry Award

3. THE CANDIDATE:

This Case Manager, Indigenous Program role is an Aboriginal identified position. To perform this role it is essential that the person who holds the position be an Aboriginal or Torres Strait Islander person.

It is therefore a genuine occupational requirement that it be filled by an Aboriginal or Torres Strait Islander person as set out in Section 7 of the Queensland *Anti-Discrimination Act 1991* for the purposes contained in Section 25 of that Act.

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the *Racial Discrimination Act 1975* (Cth), and s 105 of the *Anti-Discrimination Act 1991*.

3.1 Verification of Aboriginality and/or Torres Strait Island heritage

- For administrative purposes, in relation to an Aboriginal and/or Torres Strait Islander role, an Aboriginal and/or Torres Strait Islander person is a person who:
 - identifies as an Aboriginal and/or Torres Strait Islander person
 - is of Aboriginal and/or Torres Strait Islander descent
 - is accepted as an Aboriginal and/or Torres Strait Islander person by the Aboriginal and/or Torres Strait Islander community in which he or she lives.
- Note, that by definition a person who is not an Aboriginal and/or Torres Strait Islander cannot be employed (on any basis) to perform the duties of an Aboriginal and/or Torres Strait Islander identified role.
- Applicants to this position **may** have to provide confirmation of their Aboriginal and/or Torres Strait Islander heritage. Requesting proof of Aboriginal and/or Torres Strait Islander heritage from applicants helps to make sure that this intention is honoured.

3.2 Qualifications/Experience:

- A qualification in related discipline is preferred (for example, social work, psychology, community or human services).
- A minimum of 1 year experience in advocacy or support in a community organisation is desirable and/or experience with the criminal justice system.
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices preferable.
- Must have or be willing to apply for a Working with Children Check (Blue Card) (Qld) and a National Police Certificate.
- Must possess a drivers license.

3.3 Skills and Abilities:

- A sound understanding of the effects of child sexual assault on the individual, family, interpersonal, and societal level.
- Excellent interpersonal skills.
- Ability to work autonomously and take initiative.
- Excellent written and verbal communication.
- Ability to work well within a team environment.
- Exceptional organisational and time management skills.
- Intermediate use of Microsoft office suite and keyboard skills.

3.4 Personal Qualities:

- Respect for privacy and confidentiality.
- The appointee needs to possess personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission and philosophy and to its vision for an optimum contribution to the lives of children and young people who have experienced sexual assault, their non-offending family members and primary caregivers.
- Principles of social justice will underpin the appointee's practice.

4. PRIMARY DUTIES AND RESPONSIBILITIES:

4.1 Reporting Relationships

The Case Manager is responsible to the National Manager of Advocacy and Support Services, who reports directly to the Director of Operations.

4.2 Key Areas of Responsibility

Client caseload:

- The Case Manager will manage a caseload of approximately 10-15 clients.

Support with the Royal Commission into Institutional Responses to Child Sexual Assault:

- Support clients in their engagement with the Royal Commission including attendance at Private Sessions and/or Public Hearings as required.
- Assist clients in preparation of Written Statements to the Royal Commission.
- Provide accurate and timely advice in relation to matters impacting Bravehearts strategic policy position regarding Royal Commission issues.
- Assist in preparation of issue paper response submissions to the Royal Commission.
- Assist in the preparation of Bravehearts employees, volunteers and clients for attendance at public hearings.

Other Case Management support:

- Build networks with relevant indigenous community groups.
- Create a portfolio of indigenous support services for referrals.
- Provide consultation and advice with other Case Managers when working with indigenous populations.
- Participate on relevant Bravehearts working groups as advised by the Manager Advocacy and Support to support the organisation to extend and enhance the services we provide to indigenous clients and communities.
- Provide accurate, realistic and timely advice to, and advocate on behalf of survivors of childhood sexual assault.
- Support families and adult survivors through the criminal justice system and child protection system, including but not limited to support in disclosing to authorities, liaising and case management with statutory child protection authorities, including supporting clients to attend police stations to make statements.
- Support the Therapeutic Services team in providing for the advocacy and Case Management needs of their clients, where referrals are received from this team.
- Pursuing appropriate government and community channels to assist survivors in the resolution of their concerns or experienced problems.
- Networking and cross agency case management to assist survivors in the resolution of their concerns and experienced problems
- Assist clients to complete applications for victims of crime compensation.
- Assist clients to make complaints about agencies/authorities as required, for example, schools, police, and government authorities.

- Manage specific programs such as the Sexual Assault Disclosure Scheme (SADS), where required.
- Liaise with, and attend Youth Justice Conferences.
- Report concerns to statutory child protection authorities, as appropriate.
- The Case Manager will not provide legal advice to clients, but will provide legal information and facilitate referrals to solicitors as appropriate.

Additional responsibilities:

- Attendance at conferences/meetings/Bravehearts functions with approval from the Director of Operations.
- Ensure seamless communication with clients and work colleagues.
- Meet and where possible exceed agreed Key Performance Indicators.
- Participate in bi-annual planning and support sessions (PASS)
- Keep accurate records of your work (including statistics) whilst also ensuring timely completion of set tasks.
- Maintain their Outlook Diary to accurately reflect client appointments/daily activity.
- Complete client notes on clients' Service Record System profile by close of business on the relevant day.
- Keep up-to-date case plans for each client.
- Participate in self-care activities
- Undertake supervision and professional development.
- Work as a team to expand and continuously improve concept and service delivery.
- Work as part of a team to attain Bravehearts mission.

I, _____ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I have read, agree and understand my position description. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____

Date: _____