

Position Description

Position Title:	Case Manager
Level:	Social, Community, Home Care and Disability Services Industry Award 2010: Level 5
Location:	Various
Employer:	Bravehearts Foundation Limited
Reports to:	Inmate Engagement Program Coordinator OR Community Program Coordinator

Our Vision

A world where people, communities and systems all work together to protect children from sexual abuse.

Our Mission

To provide a coordinated and holistic approach to the prevention and treatment of child sexual abuse.

Our Values

Integrity: We act with integrity, demonstrate accountability, honesty, and at all times, behave ethically.

Respect: We behave and communicate with inclusivity, mindfulness, and professionalism whilst continually embracing diversity.

Energy: We unreservedly apply ourselves using all efforts, power and abilities towards protecting children from child sexual abuse.

Empathy: We seek to genuinely understand other people's experiences, culture and perspectives. In turn, we support individuals and communities in a manner that is meaningful to them.

Bravery: We acknowledge the bravery of survivors and those that support them. Without fear or favour, we seek to ensure that children have a childhood free from sexual harm.

Our Commitment as a Child Safe Organisation

Bravehearts is unwavering in our commitment to the safety and wellbeing of all children and young people accessing our services. We act without hesitation to ensure the legal rights of all children and vulnerable persons are maintained. Bravehearts is dedicated to fostering a culture where every child is valued, respected, and safe from harm.

Bravehearts Statement of Commitment embodies this through application of our pledge to:

Prioritise the Child	The best interests of children are at the forefront of every decision and action we take.
Cultivate a Safe Culture	We are dedicated to creating and maintaining a child-safe environment characterised by transparency, accountability, and a shared responsibility for protecting children from sexual abuse and exploitation, and abuse and neglect more broadly.
Empower Voices	We actively listen to and amplify the voices of children and young people, ensuring their perspectives shape our policies, programs, and practices.
Act with Vigilance	All Bravehearts personal (National Board, staff, students and volunteers) are mandatory reporters, committed to promptly reporting any concerns about a child's safety to the appropriate authorities, irrespective of age, type of harm or location.
Collaborate for Impact	We operate in a spirit of cooperation and consultation with other relevant agencies in matters concerning child protection. We work in close partnership with families, communities, and other agencies to create a network of support that protects and promotes the wellbeing of children.

Position Purpose

Case Managers are responsible for providing trauma-informed and culturally appropriate support to survivors of institutional child sexual abuse who are considering applying to the National Redress Scheme. Case Managers support clients to complete Redress applications and provide client focused emotional support in a trauma informed context.

Primary Duties & Responsibilities

- Managing a caseload of clients to complete and lodge applications for the Redress Scheme.
- Providing clear and accurate information about the National Redress Scheme to clients who have experienced historical institutional child sexual abuse.
- With assistance from Quality Assurance Applications Officers, prepare written responses to Section 24 (S24) requests for additional information and prepare reviews of decisions and revocations.
- Working collaboratively with a multi-disciplinary team.
- Providing clients with psychosocial education about the impacts of trauma.
- Promoting the Redress Scheme and Beyond Brave services to and building relationships with the community and local service providers.
- Undertaking case debrief, professional development activities and supervision.

Outreach

Depending on caseload, multi-day outreach trips to Correctional Centres may be required every 8 – 10 weeks to meet with clients who are incarcerated.

Personal Specifications

Qualifications/Experience:

- Degree in counselling, psychology, or social work with eligibility for membership of the relevant professional association (APS, AASW, ACA or PACFA); or a minimum of 5-7 years in trauma informed case management.
- A minimum of 2-years post graduate experience providing counselling to survivors of complex childhood trauma, violence, or mental health; or a minimum of 5-7 years in trauma informed case management.
- Experience in working with adult survivors of child sexual assault, Aboriginal and Torres Strait Islander people, people with disabilities and members of the CALD communities.
- Must have or be willing to apply for a Working with Children Check (Blue Card) and a National Police Certificate.
- Must have or be willing to undergo the necessary checks to work in Correctional Centres.
- Must possess a driver's license.
- Understanding of working within a mandatory reporting framework.

Personal Qualities:

- Strong ability to work autonomously and exercise initiative and integrity in their relationships with clients and in their professional role with Beyond Brave.
- Capacity and willingness to work effectively within a multi-disciplinary team and to be flexible and adaptable in order to meet the organisation's needs.
- Knowledge and understanding of frameworks of ethical practice; confidentiality; the requirements of mandatory reporting; and relevant state and national laws.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission, vision and values (Integrity, Respect, Energy, Empathy and Bravery).
- Principles of social justice will underpin the appointee's practice.

Skills and Abilities:

- Demonstrated time management and priority setting skills.
- Intermediate use of Microsoft Office Suite and capacity to learn new systems and programs.
- Well-developed written and verbal communication skills including presentation and report writing skills.

Acknowledgement:

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 will immediately inform my manager and or People and Culture of any new criminal allegations or charges made against me including but not limited to child sexual abuse or interpersonal violence during the course of my employment that would alter the outcome of the original National Police Check.

I have read this position description and acknowledge that I understand my role and responsibilities as outlined in it. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution for child sexual abuse or violence towards a person, whether at work or not, may lead to immediate termination of employment.

I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____ Date: _____