

Position Description			
Name		Date	
Position Title	Men's Behaviour Change (MBC) Case Manager		
Department	Family Safety		
EBA / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
Classification	Social and Community Services Employee Level 4 or 5, dependent on qualifications and experience 30.4 hours/week or 0.8 FTE Ongoing role subject to funding Initial 6-month probationary review and then annual performance appraisal		
Primary Site	Wodonga Occasional travel to Wangaratta and Myrtleford, depending on client demand		
Reporting to	Clinical Lead Family Safety		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liases with Internally	Gateway Health staff members in Family Safety Program primarily, and across all programs as required		
Liases with Externally	This position may be expected to liaise with, though not limited to, the following; <ul style="list-style-type: none"> • Centre Against Violence (CAV) • The Orange Door (TOD) in the Ovens Murray and other regions • VIC Risk Assessment and Management Panel (RAMP) • NSW Safety Action Meeting (SAM) • Hume Riverina Community Legal Service (HRCLS) • A broad and diverse range of community and public services; Child Protection; government agencies; magistrates' courts, and Victoria Police. 		
Program Information	Family Safety services at Gateway Health aim to keep victim survivors, vulnerable children, and families safe, whilst supporting them to recover and thrive. Concurrently, Family Safety services collaborate with the service system to ensure that perpetrators are in view, held accountable, and supported to change their behaviours. Clinicians apply intersectional feminist principles in providing support and other interventions that are client-centred, strengths-based, high quality. Services are delivered in ways that contribute to broader efforts in prevention, early intervention, crisis response, and recovery.		
Purpose of the role	The purpose of this position is to provide intensive case management for clients of the Men's Behaviour Change Program (MBC). The MBC is intended to enhance the safety of women and children by assisting perpetrators of family violence to change their behaviour. This role involves the range of case management processes including but not limited to assessments, safety planning, case planning, maintaining engagement, family violence risk management, and post-intervention follow-up. The MBC Case Manager applies an intersectional feminist analysis and deep understanding of the gendered nature of family violence, promotes accountability, works with clients' strengths, and draws upon a robust array of case management and/or counselling models, skills, techniques, and modalities.		

<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships

- Communicate with respect and tolerance
- Maintain a client focus
- Adopt a Continuous Improvement approach
- Work within legislative and compliance framework

Key Responsibilities and Accountabilities

Role Specific

- Provide case management services under the agreed program/service scope, service delivery targets, and at a high standard of quality.
- Support the effective delivery of group-based interventions when required, with a focus on enabling the suitability and preparation of clients
- Provide secondary consultation to Gateway Health teams and clinicians, with special attention to managing family violence risk and ensuring client safety.
- Respond to and report on clinical incidents and critical incidents involving clients, with time-sensitive attention to risk management and incident response procedures.
- Provide debriefing and support to staff when requested in response to critical incidents, high-risk situations, or other similar incidents.
- Contribute specialist expertise to continuous improvement of service delivery in family safety/family violence practice, specifically the development, implementation, and evaluation of clinical procedures, tools, workflows, standards, and models of care.
- Supervise students on field placements when requested, in accordance with the relevant professional standards, models of best practice, legislation, and regulatory frameworks.
- Exercise autonomy and professional judgment in the fulfillment of clinical service delivery and other related responsibilities, under the general direction of the Clinical Lead Family Safety.
- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- Funding and service agreement targets are met to ensure clients are exited from the program appropriately and in a timely manner.
- Provide evidence-based practice in line with professional and funding requirements.
- Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures.
- Complete all program specific administrative tasks within the required time frames.
- All data is entered onto designated service databases, including Excel spreadsheets.
- Databases are kept up to date at all times.
- Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.
- Participation in regular performance reviews and appraisals, including clinical administration, clinical supervision, and administrative supervision.
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software.
- Active participation in professional development.
- Active participation in specific clinical supervision (as relevant to role).
- Completion of mandatory training.
- Undertake other tasks and projects with due care, skill, and discretion as directed by the Program Manager Family Safety

Financial Management

- Invoices raised and processed within funding / program deadlines.

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the Family Safety team, work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals.

- Contribute to the development of procedures and systems within this program.
- Positively embrace and adopt change as it occurs.
- Willingness to engage in a flexible work model that may require out of hours work.

Technical Skills / Industry Knowledge

- Comply with minimal funding requirements.
- Complete annual renewal of registration to practice (as required).

Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate*.
2. Tertiary qualifications in Counselling, Social Work, Health Sciences, Psychology, Behavioural and Social Sciences or relevant equivalent studies and extensive experience in counselling, welfare or health fields.
3. Membership (or at least eligibility for membership) and registration in relevant professional associations, such as the Psychotherapy and Counselling Federation of Australia (PACFA), the Australian Counselling Association (ACA), the Australian Community Workers Association (ACWA), and/or the Australian Association of Social Workers (AASW).
4. Demonstrated experience in direct clinical service provision through various case management and/or counselling interventions to diverse clients and significant others impacted by violent behaviours.
5. Demonstrated experience in applying feminist principles and trauma-informed approaches in responding to the gendered nature of violence against women and its impact on children.
6. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.
7. Knowledge and experience of different clinical procedures, tools, workflows, standards, and models of care relevant to counselling practice or other healthcare settings.
8. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.
9. Minimum three (3) years' experience within the community, health, welfare sector, or related field.

Mandatory Requirements

10. Current Australian Drivers Licence or accepted International Drivers licence.
11. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.

Desirable

12. Knowledge and understanding of Men's Behaviour Change programs and/or similar behavioural change programs.
13. Demonstrated experience in facilitating therapeutic or support groups.
14. Demonstrated experience in telehealth service delivery (i.e. through phones, Zoom, HealthDirect, and similar virtual platforms).
15. Working towards, or completion, of relevant post graduate study.

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by

(print name):

Employee

Signature:

Date:
