

POSITION: Family Violence Case Manager

REPORTING TO: Manager Client Services

KEY RELATIONSHIPS: General Manager Operations, Program Leader Executive Team members, CEO, Crisis Support Advocates, Family Services Team

1. PRIMARY OBJECTIVES

Within the parameters of our constitution, service philosophy and the policy framework established by the Board, and under the direction and supervision of the Team Leader DV Response Services (or delegate) the DV Response Case Manager will:

- Walking alongside women and children to assist them in navigating the FV system by liaising with, advocating for, assisting with referrals and securing access to appropriate support agencies such as legal, medical and accommodation; this may include accompanying women to sites where those services are provided
- Carry a case-load of women and children who are accessing our services for family violence intervention.
- Develop family case plans in consultation with women that promotes theirs and their children's safety and work with women and children to facilitate their ability to reach the goals identified in the family case plan
- Work with women and their children to access appropriate support and referral pathways
- Advocate for women and their children to access their full entitlements
- Maintain relationships with key stakeholders that assist **safe steps** to provide support to women and their children
- Be a positive and constructive team member of **safe steps** who role models professional behavior at all times

2. ORGANISATIONAL CONTEXT

safe steps Family Violence Response Centre (formally known as the Women's Domestic Violence Crisis Service) was set up in 1974 as the Women's Refuge Referral Service to provide a 24 hour 7 days a week telephone helpline for women experiencing domestic violence.



It is now a state-wide incorporated association funded primarily by the Department of Human Services to provide a range of services 24 hours 7 days a week for women and their children who experience family violence. **safe steps** is the primary contact and referral point for access to women's refuges in Victoria. It provides two complementary services:

- a crisis telephone information, support, advocacy and referral service and
- a high security supported safe house accommodation service

The organisation operates out of two separate work locations, one of which houses the 24/7 immediate response telephone service and administration, and the other, which provides accommodation.

safe steps is governed by a constitution and a Board of Governance with ten members. The Board elects its own chair and meets monthly to set the strategic direction and policy parameters for the organisation and its work. The organisation is managed by a Chief Executive Officer who operates with a high degree of autonomy, and at the same time working closely and effectively with the Board. She attends Board meetings and services the work of the Board.

The Chief Executive Officer is responsible for ensuring effective relationships with our funding body and with sector partners, and for developing protocols to ensure that the best possible services are provided to the women and children who need them. **safe steps** is a lead organisation in a wider network of domestic violence services in Victoria.

The organisation has an annual budget turnover of more than \$3 million; it employs more than 30 full-time staff, part-time staff, volunteers and students to support the work of the organisation.

The DV Response Case Manager is based at the **safe steps** community offices however will work across both sites when required.

The DV Response Case Manager is expected to uphold organisation's policies and procedures as well as the Department of Human Services Standards, which include the following obligations:

- to respect client confidentiality
- to obtain consent for the disclosure of information about a client
- to inform any client who wishes to make a complaint about the organisation of their right to do so, and to assist them to initiate a complaint

safe step's locations and unlisted telephone numbers may not be disclosed to any other person except in accordance with service procedures. The locations and unlisted telephone numbers of any



high security refuges may not be disclosed to any other person other than in accordance with the instructions of each such service.

3. KEY RESPONSIBILITIES

(i) DIRECT SERVICE: Provide telephone support, information, education, advocacy and assistance to women and their children who access services at safe steps

- Maintaining a case-load of clients as directed by the Team Leader – DV Response Services
- Ensuring that women and their children experience a strength-based service response that empowers them to be self-determining
- Ensuring that women and their children who are experiencing family violence receive a 'whole of family' needs and risk assessment
- Ensuring that women participate in the development of a family safety plan that outlines the family's service goals
- Ensuring that women and children receive appropriate and timely referrals to support agencies
- Advocating on behalf of women and their children with other agencies so that they may receive their full entitlements
- Overseeing and coordinating case management with other services who may be involved with client(s)
- Completing client case notes and data collection for women and their children in a timely manner and to a high standard
- Undertaking a comprehensive risk assessment and providing appropriate and relevant support options to women and their children experiencing family violence
- Walking alongside women to assist them in navigating the FV system by liaising with, advocating for, assisting with referrals and securing access to appropriate support agencies such as legal, medical and accommodation; this may include accompanying women to sites where those services are provided
- Deliver services are accessible to, and respond to, women from CALD or Indigenous/Torres Strait Islander backgrounds in a culturally appropriate manner to optimise their service experience and safety
- Deliver services are accessible to, and respond appropriately to, the most vulnerable clients including those with a disability, mental health, drug & alcohol and high and complex needs
- Facilitating a 'active referral' process to connect clients to a range of family services
- Assisting in other service areas including assisting with the telephone crisis response as may be required from time to time

(ii) SERVICE DEVELOPMENT: To contribute to the development of safe steps and to the opposition and prevention of family violence by:

- Participating in service improvement strategies as required

- Attending and constructively participating in training, supervision, staff meetings and the induction of other staff members as required
 - Attending community meetings as a representative of safe steps as required
 - Regularly attending and positively contributing to staff meetings, supervision, training and staff development activities as required
 - Providing an 'on-call' consultation and authorisation response as required
 - Providing support and debriefing to colleagues, and contribute to a positive team dynamic and work environment
 - Maintaining clearly defined and appropriate personal and professional boundaries with colleagues, clients and stakeholders
 - Reporting patterns of difficulty in applying existing procedures or in liaising and advocating with other agencies
- (iii) **ADMINISTRATION: Through the use of organisational procedures ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.**
- Recording of accurate, timely and detailed concise case notes



Maintaining the integrity of client files

- Contributing to internal communication systems processes
- Collating and preparing reports and other written documents as required
- Assisting with the upkeep of resource files and databases
- Working within the delegations of authority documents and ensuring financial accountability requirements are adhered to and met.
- Ensuring that accountability reports, including National Data Collection Agency (NDCA) and SHIP data returns and the Internal Data Collection are produced and collated as necessary
- Participating in service evaluations as required
- Adhering to Occupational Health and Safety Standards and assuming responsibility for the proper use of all equipment and the monitoring of the environment to ensure safe practice.

(iv) OTHER TASKS

- Maintain positive relationships with a broad range of stakeholders
- Maintain an orderly and clean work site and vehicle to ensure that all families receive a positive 'first impression' experience
- Applying a 'can do' and flexible approach to the work so that all aspects of the service are covered in an appropriate and timely manner as required
- Participate in organisational change processes in a positive and constructive manner
- Carrying out other duties as requested by a Team Leader, Manager, CEO or a delegate

4. KEY SELECTION CRITERIA

Essential

- Tertiary qualifications in a community/social service profession and/or experience in the field of violence against women, human rights, social justice, law reform or general advocacy
- Demonstrated understanding of feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women and children
- Understanding of cultural and language barriers, disability and other factors that may further marginalize women and children in crisis
- Demonstrated ability to undertake comprehensive risk and needs assessments and facilitate clients to make decisions on an informed basis

- Demonstrated knowledge of the effects of family violence on children and an ability to conduct a comprehensive family risk assessment that gives priority to the safety of children
- Excellent communication, interpersonal and negotiation skills
- Demonstrated capacity to work independently as well as part of a team
- Ability to deal appropriately with stress, maintain composure and apply effective engagement strategies with clients in crisis
- Capacity for self motivation, ability to cope with changing work functions, workloads and tasks
- Competent computer skills
- Willingness to commit to the living expression of **safe steps** values; non-violent, empowering, feminist, ethical and respectful, collaborative, authoritative and evidence based.
- A current Victorian Drivers Licence
- A current Working With Children Check
- Willingness to undergo a National Police Check

Desired

- Competence in using a range of information technology applications including SHIP and Shoretel
- Proven experience providing crisis-intervention and safety planning in a residential setting

5. EQUAL OPPORTUNITY EXEMPTION

safe steps is exempt from the provisions of the Equal Opportunity Act 2010 which would otherwise require the appointment to this position to be on a non-gender specific basis. Applications for this position will be considered from women only (Exemption H42/2017).

6. IMPORTANT INFORMATION

- All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.
- Where background checks are not to the satisfaction of **safe steps** in its absolute discretion, the offer of employment may be retracted or terminated.

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- If you are offered employment with **safe steps** and are not currently an existing employee you will be required to disclose full details of any pre-existing injuries or illness that may be affected by the work and/or undergo a health assessment. The disclosure/health assessment is conducted to ensure you have the health and mental capacity to meet the requirements of the position and to identify any adjustments that may need to be made in the workplace. Failing to notify or hiding a pre-existing injury or illness which might be affected by the nature of the proposed employment, could result in that injury or illness being ineligible for future compensation claims.

7. STAFF ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	