

## JOB DESCRIPTION

Position title:	Family Violence Practitioner and Case Manager
Approved by:	General Manager Operations
Date effective:	May 2021

### PURPOSE

The purpose of this position is to ensure Relationships Australia Victoria (RAV) delivers high quality services across its Family Violence (FV) programs. This position delivers Men's Behaviour Change (MBC) Programs to enhance the safety and wellbeing of women and children who have experienced family violence whilst holding perpetrators accountable for their behaviour. In addition, this position provides individual case management support to perpetrators of family violence offenders who present with complex issues.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA) but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

### OUR ORGANISATION

Relationships Australia Victoria (RAV) is a secular, community-based, not-for-profit organisation with no religious affiliations. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services across metropolitan Melbourne and regional Victoria.

### POSITION SUMMARY

The Family Violence Practitioner (FVP) will work in a collaborative manner with the FV team across centres as well as with external partners.

RAV is funded by the Department of Fairness, Families and Housing (DFFH) and Department of Justice & Community Safety (DOJ&CS) to provide voluntary and mandated perpetrator interventions. The MBC Programs are comprised of group programs (20 weeks) as well as individual support to men and family safety contact to victim survivors. The MBC Programs target perpetrators of violent and controlling behaviours towards family members. Their aim is to increase the safety of women and children by holding men accountable and encouraging them to take responsibility for their own behaviour. The Men's Case Management intervention is delivered to offenders on Community Corrections Orders and aims to reduce the risk associated with perpetrator's use of family violence by providing an individualised and tailored response to address the barriers to engaging in the change process.

RAV is required to ensure service delivery across the relevant region, location, centre or area in Melbourne and regional Victoria is compliant with the Family Safety Victoria Minimum Standards, the DFFH Services Standards and the Family Violence Multi-Agency Risk Assessment and Risk Management (MARAM) Framework.

Working within these requirements, the FVP will undertake eligibility assessments for the FV Programs, risk assessment and risk management of participants (including both perpetrators and victim survivors), facilitate MBC Programs, deliver case management as well as family safety support (where required).

## KEY RESULT AREAS

Area	Tasks
Group program assessment and facilitation	<ul style="list-style-type: none"> <li>Assess client suitability for MBC Programs and other FV Programs and provide referrals where appropriate.</li> <li>Undertake family violence comprehensive risk assessments (MARAM) of referred cases to MBC Programs and other RAV FV Programs.</li> <li>Facilitate MBC Programs throughout a designated area i.e. centre, region, state-wide Victoria. This includes modelling a gender equitable relationship in the facilitation with co-facilitators, ensuring all group processes are followed as per RAV's MBC Program manual, including adequate and thorough group and session preparation procedures are followed along with other facilitation tasks.</li> <li>Regularly meet with other FVPs, facilitators and family safety workers to undertake risk management that promotes family members' safety.</li> <li>Participate in secondary consultations for the MBC Programs and FV Programs.</li> <li>Liaise with and make appropriate referrals to other relevant services around risk management and safety planning include child protection, police, specialist women's services and Courts.</li> <li>Undertake consultation, case coordination and information sharing with relevant services, including women's services.</li> <li>Represent RAV family violence services at other external agencies in absence of Senior FV staff.</li> </ul>
Case management	<ul style="list-style-type: none"> <li>Demonstrate an understanding and/or practice of effective case management practices, proactively managing risk with complex clients.</li> <li>Develop comprehensive case plans with suitable clients, including specific goals and actions, and engagement with relevant family violence specific interventions.</li> <li>Make appropriate and timely referrals to relevant services for clients, when and where required.</li> <li>Communicate with family safety contact workers to ensure that case plans/interventions are responsive to the issues raised by victim survivors</li> <li>Undertake role responsibilities in consultation with and guidance from the Coordinator Family Violence and Senior Practitioner Family Violence</li> </ul>
Family safety work	<ul style="list-style-type: none"> <li>Where required provide family safety support, including engagement, risk assessment and safety planning for the current or former partners of the perpetrators who participate in MBCP Programs. (Family safety support can only be undertaken for groups when not facilitating that particular group).</li> <li>Manage and report upon the current risk and safety of the victim survivors of ex/partners currently attending the MBC Programs by:- <ul style="list-style-type: none"> <li>Undertaking comprehensive risk assessment and risk management in accordance with the MARAM framework.</li> <li>Liaising directly with the MBC Program Facilitator, Senior FVP and Coordinator regarding safety concerns within the confines of confidentiality and consent.</li> <li>Providing telephone support and referral management similar to case management.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Liaising with relevant authorities if the ex/partner or children are at risk.</li> <li>○ Providing clear messages about family violence and manage women's expectations of the MBC Program.</li> <li>○ Provide information and referral to victim survivors as needed.</li> <li>○ Developing and reviewing safety plans for victim survivors.</li> <li>○ Co facilitating educational or support groups for women, as required.</li> <li>● Undertake consultation, case coordination and information sharing with relevant services, including women's services.</li> </ul>
Family violence work	<ul style="list-style-type: none"> <li>● Maintain concise, accurate and legible client and group member details and records, including assessments, intake notes, completed forms and reports as required.</li> <li>● Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</li> <li>● Attend regular team meetings, participate in supervision (individual and/or group) and required professional development.</li> <li>● Attend any other requested stakeholder (internal or external) meetings to appropriately represent RAV in various forums as required.</li> <li>● Compliance with RAV policies and procedures, and associated funding requirements.</li> <li>● Manage demanding and changing workloads and competing priorities.</li> </ul>
Program development	<ul style="list-style-type: none"> <li>● Establish effective working relationships with partner agencies providing services and support to women and children who have experienced family violence.</li> <li>● Support RAV to develop and deliver a strong practice model for family violence referrals.</li> </ul>
Policies, procedures and systems	<ul style="list-style-type: none"> <li>● Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required.</li> <li>● Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour.</li> <li>● Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).</li> </ul>
Continuous improvement	<ul style="list-style-type: none"> <li>● Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.</li> <li>● Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.</li> </ul>
Other	<ul style="list-style-type: none"> <li>● This position description is not an exhaustive list of responsibilities and you will be expected to perform different tasks which fit with your skills, abilities and knowledge as may be necessary according to the changing business environment, services and the overall objectives of RAV.</li> </ul>

## REPORTING

Line manager:

Senior Manager (Centre) with day to day direction from Coordinator Family Violence.

Manages:

Nil.

Key internal liaison:

The role will work closely with the FV Coordinator in delivery of contracted services, Senior Family Violence Practitioner, Centre Assistant Manager,

External liaison:	Program Manager Family Violence Services, FV team members, staff at the Centre(s), Practice Development Specialist – Family Violence.
Note:	Clients, other service providers, community stakeholder groups, DSS and DFFH, Corrections Victoria, Child Protection Agencies, Police and Courts. Reporting arrangements may change from time to time depending on business requirements.

## OUR VALUES

INCLUSIVITY	Treating all people equally.
RESPECT	Treating everyone with respect.
INTEGRITY	Behaving with integrity in all our dealings.
TRANSPARENCY	Being open and honest in our communications.
ACCOUNTABILITY	Using our resources responsibly.
EFFECTIVENESS	Providing high quality, effective services and maintaining the highest professional standards.
ADAPTABILITY	Proactively responding to change to meet the needs of the community.

## KEY PERFORMANCE INDICATORS (KPI'S)

### MBC Group Program Assessment and Facilitation

- Effective completion of assessments, including risk assessments, where required, and provision of related information.
- Effective facilitation of groups for perpetrators seeking to change their violent and abusive behaviours.
- Responding to men's use of violence in keeping with RAV policies and FSV Minimum Standards.
- Prompt reporting to Centre Manager and Family Violence Coordinator of safety concerns, and any serious matters or critical incidents.
- Compliance with family violence comprehensive risk assessments (MARAM).
- Appropriate participation in secondary consultations as required

### Case Management work

- Effective completion of assessments, including risk assessments, where required, and provision of related information complying with the family violence comprehensive risk assessments (MARAM) framework.
- Evidence of intervention activities implemented with clients.
- Effective consultation, when appropriate, with the Coordinator Family Violence or Senior Practitioner Family Violence.
- Appropriate client-centred case plans developed in partnership with client and documented to achieve identified outcomes and responding to clients in a timely and professional manner.
- Timely and accurate reporting and data requirements.
- Responding to men's use of violence in keeping with RAV policies and Family Safety Victoria (FSV) Minimum Standards.
- Prompt reporting to Centre Manager and Family Violence Coordinator of safety concerns, and any serious matters or critical incidents.
- Manage demanding and changing workloads and competing priorities.

### Family safety work

- Evidence of responsive and effective family safety support to victim survivor ex/current parents of MBC program participants in compliance with the FSV Minimum Standards.
  - Compliance with family violence comprehensive risk assessments (MARAM).
  - Appropriate participation in secondary consultations as required.

- Provision of proactive and prompt reports to the Centre Manager and FV Coordinator for risk, safety, serious matters or critical incidents as required.
- Effectively working as part of the family violence team in promoting the safety and well-being of victim survivors.

#### Family violence work

- Maintain concise, accurate and legible client and group member details and records, including assessments, intake notes, completed forms and reports as required.
- Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner. Attend regular team meetings, participate in supervision (individual and/or group) and required professional development. Attend any other requested stakeholder (internal or external) meetings to appropriately represent RAV in various forums as required.
- Compliance with RAV policies and procedures, and associated funding requirements.
- Completion of tasks and actions within timeframes as required.

## **KEY SELECTION CRITERIA (KSC)**

### **Mandatory KSC:**

- Appropriate tertiary qualification in social work, or a related social science discipline
- Completion of 'No to Violence' Graduate Certificate in Client Assessment and Case Management (Male Family Violence), Swinburne University (preferred) or significant relevant group work experience).
- Experience in the provision of high-quality risk assessments of individuals and families, where family violence is an identified risk.
- Significant experience working with families affected by family violence
- An understanding of the gendered nature of family violence and the ability to articulate a practise framework including engagement and assessment.
- Demonstrated experience with a range of family violence and family intervention models.
- Excellent written and oral communication skills.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Candidates with demonstratable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.
- Satisfactory National Police Check, Working with Children check and International Police Check (if applicable) and a current Victorian driver's licence is required.

### **Highly Desirable KSC:**

- Knowledge of the Family Violence Protection ACT 2008 and the Multi Agency Risk Assessment Management (MARAM) Framework and safety planning.
- Candidates who are Aboriginal, Torres Strait Islanders, people with a disability or others from under-represented culturally diverse backgrounds are encouraged to apply.