



Position title:	Family Violence Case Manager
Location:	Olive's Place – South Eastern Metropolitan Region .8 Part Time Permanent Position
Reporting to:	Senior Worker – Olive's Place

VincentCare was established to provide a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria.

VincentCare's primary focus is to:

- provide quality services for people at risk or experiencing homelessness, people with a disability, and men and women struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs so as to provide them with support and encouragement and enable greater independence.

Our Mandate

VincentCare was established to extend the Christian Mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians

Our Aspiration

To be the leader in providing care, hope and advocacy for those facing disadvantage

Our Purpose

To create opportunities and lasting change for the most marginalised

Our Values

VincentCare is committed to expressing Christian love by embedding the following values in its culture:
Courage, Leadership, Accountability, Compassion, Excellence, Dignity

Diversity and Inclusion

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.



Hubs

VincentCare services to clients are provided through Hubs, with each hub providing a range of support including accommodation, case management outreach.

Inner Melbourne Community Hub: Provides a range of accommodation and support services, including crisis accommodation, drug and alcohol case management, and adult outreach.

Northern Community Hub: A hub with housing dispersed throughout the community, along with family violence services, case management services and youth outreach services.

Social Enterprises Hub: Incorporates Ozanam Enterprises at Carrum Downs, an Australian Disability Enterprise which provides a range of supported, practical, hands-on employment and training opportunities to people with disabilities or facing other forms of disadvantage.

Hume Community Hub: VincentCare's Hume Community Hub was established in 2016 to incorporate the family violence support programs that have been operating in Shepparton for many years. The Hub also provides emergency relief, financial counselling and capacity building and Home Care Packages.

Strategic Direction

In the past decade, VincentCare has initiated significant transformation, partnerships, leadership and action to guide the way the organisation delivers services to clients. VincentCare has done this to ensure the each individual's work culminates in fulfilling our purpose - to care for the most disadvantaged.

Strategic Directions 2018-23, builds our strengths and opportunities with a focus on five key outcome areas. They are:

- Improving our client-centred focus to everything we do;
- Growing partnerships, infrastructure, community engagement and funding;
- Innovating our services, our workplaces and our organisation to be more agile and more responsive;
- Cementing our place-based services and work toward an asset-based community development approach; and
- Increasing our advocacy and influence to create lasting change for generations to come.

ROLE SCOPE AND PURPOSE

As a family violence case manager you will provide the following supports to single adult, parent and child victim-survivors who are homeless and/or at risk of homelessness because of family violence:

- Information, advocacy and referral
- Brief engagement and intervention
- Case management
- Accommodation and support

The purpose of this role is to assist victim-survivors supported by the program to maximise their ability to live independently and free from abuse.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Core specifics	<ul style="list-style-type: none"> • To provide high quality risk assessment to support adult and child victim-survivors who are affected by family violence. • To assess the victim-survivor's situation and safety requirements through informed and confidential discussion. • To identify presenting housing and support needs of the victim-survivor. • To participate in the on call roster and be available on designated weeknights and weekends. • Establish and maintain a thorough knowledge of local community agencies and relevant resources and ensure that this knowledge is shared and utilised within the team. • To support the vacancy management model including timely allocation of rooms, organising maintenance and property inspection. • To provide brief intervention support to victim-survivors accommodated in crisis accommodation motels in partnership with the Orange Door. • To participate in and assist facilitating Olive's Place support group to support victim-



	<p>survivors to recognise the behaviours and patterns of coercive control used by perpetrators and the impact of family violence on family functioning.</p> <ul style="list-style-type: none">• To physically support victim-survivors in attending appointments with a particular priority being court attendance and real estate agencies.• To participate in and represent Olive's Place at family violence network meetings within the local area as required.• To facilitate and coordinate reflective practice within the team relating to best practice principles relating to the organisation's Homelessness Recovery Model
Victim-survivor focus	<ul style="list-style-type: none">• Through a person-centred model, determine appropriate case plans as per the client's needs; undertake case management, referrals to other services.• To regularly monitor the needs of people supported by the program and ensure service provision is appropriately provided to meet these needs.• To advocate on behalf of victim-survivors supported by Olive's Place to maximise their access to mainstream and specialist services to meet their needs.• To inform adult and child victim-survivors on appropriate options and empower them to make decisions which will enable them to move towards independence and security.• To ensure that services offered by Olive's Place are performed to the highest level of professional integrity and at all times within the Victorian Charter of Human Rights and Responsibilities.
Administrative function	<ul style="list-style-type: none">• To ensure timely, relevant and accurate reporting to the Manager reflecting achievements, challenges, exceptions and actions.• To ensure data integrity when recording case notes, case plans and other client data.
Financial	<ul style="list-style-type: none">• Use Housing Establishment Funds and brokerage in line with VincentCare policies and procedures• Financial literacy skills such as the ability to understand rental ledgers and income statements.• Ensure all financial paperwork is completed accurately and uploaded to VincentCare's Single Client Record database.
Compliance	<ul style="list-style-type: none">• Ensure all work undertaken within areas of accountability complies with VincentCare values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards (with a particular focus on Rainbow Tick Accreditation).• Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with VincentCare.• Undertake appropriate training to support understanding of, and compliance with, key VCV policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations.• Ensure working within appropriate risk management and OH&S procedures and operating practices are embedded within VincentCare's services and accommodation provision to safeguard employee, resident and visitor health, safety and well-being.• Participate in any periodic reviews of work practices/operating arrangements within



	<p>areas of accountability to ensure potential risks/hazards/ breaches are identified and appropriately managed to meet compliance requirements.</p> <ul style="list-style-type: none">• Operate in accordance with VincentCare's schedule of delegated authorities.
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Key Contacts

- Senior Worker – Olive's Place
- Manager – Olive's Place

KEY SELECTION CRITERIA

Qualifications

- A minimum degree level qualification in social work or related discipline (*required*)
- MARAM Comprehensive Family Violence Specialist Training (*desired and preferred*)

Experience - *Essential*

- **Housing** - Demonstrated knowledge of issues relating to homelessness and homelessness service system.
- **Family Violence** – Demonstrated knowledge of issues relating to family violence, including knowledge of the feminist framework regarding gendered violence.
- **Complex and additional needs** – Demonstrated experience working with adult and child victim-survivors who may also present with complex needs, with particular specialised working knowledge in AOD and mental health, in addition to homelessness, disability, legal issues, cultural and linguistic diversity and LGBTI.
- **Case Management** – Demonstrated experience and knowledge of case management frameworks and principles
- **Communication & Interpersonal Skills** - Can demonstrate excellent verbal and written communication skills as well as advanced interpersonal skills. Has experience of writing quality reports, submissions and successful grant applications.
- **Administration & Computer Literacy** – Demonstrated administrative skills, including high level of data accuracy and uptake and strong attention to detail. Has high-level computer literacy. Strong computer literacy, demonstrated experience utilising Microsoft. Excellent time management & organisational skills
- **Motor Vehicle** - Current Victorian Driver's License

Skills and Personal Attributes

- **Sensitivity** - Demonstrated sensitivity to working with victim-survivors from a wide range of cultural, social and economic backgrounds
- **Team Work/Autonomy** - Ability to work independently and cooperatively as part of a team. High degree of self-motivation. Ability to contribute to a positive team culture.
- **Resilience** - Ability to work in a crisis environment with clients presenting with complex needs and behaviours



Mandatory requirements

All appointments within VincentCare are subject to satisfactory completion of a police check and character/performance reference checks. Police checks will be undertaken for the selected candidate prior to any job offer being confirmed. Police checks are also undertaken on a periodic basis during the period of employment.

All appointments are subject to disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

The incumbent for this position must have and maintain a current Victorian Working with Children Check or equivalent.

VincentCare welcomes applications from people from diverse cultural & linguistic backgrounds including people who identify as Lesbian, Gay, Bisexual, Trans, Intersex, Aboriginal and/ or Torres Strait Islander.

Applications for this role are open to female candidates (including trans, gender diverse and intersex women) only under Section 28 of the Equal Opportunity Act 2010.