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## POSITION DESCRIPTION

### CASE MANAGER – FAMILY AND DOMESTIC VIOLENCE FAMILY SAFETY

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration and other appropriate assistance to refugees, migrants and other people of concern.

ARA promotes a holistic approach to the needs of refugees and sees the final goal of settlement as full participation in the social, economic, cultural and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as a whole as well as the particular requirements of their own Position Description.

#### 1. REPORTING RELATIONSHIPS

- Reports to the Team Leader – Family Safety.
- Accountable to the Health and Family Safety Programs Manager.
- Collaborates with the Client Services team.
- Collaborates with external agencies and network partners.

#### 2. KEY RESPONSIBILITIES

The Case Manager – Family and Domestic Violence will provide in-depth assessment and intensive case management for clients from a refugee background who are at risk of or are experiencing family and domestic violence. The Case Manager will provide holistic and intensive support to assist clients according to their identified needs.

##### Case Management

- Provide case management to eligible clients using child centred, survivor strengths and perpetrator pattern-based approach.
- Undertake comprehensive assessment for individuals and families with a focus on children and non-offending partner.
- Develop individual safety plans.
- Develop comprehensive case management plans.
- Develop and implement appropriate interventions based on relevant social work frameworks, values, ethics and relevant best practice standards.
- Facilitate referrals to specialised service providers according to client need and undertake client advocacy to access services.
- Organise and facilitate case conferences with relevant external agencies as required.
- Monitor and review case objectives, case progression and respond appropriately to emerging needs as they arise.

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- Ensure appropriate casework practices, mandatory reporting requirements, child safety strategies and confidentiality requirements are met.
- Provide relevant information, practical assistance and support to clients to develop the knowledge and skills to resolve their issues and increase independence.
- Write accurate and timely case notes
- Assist clients to understand their situation, their rights and responsibilities.
- Undertake case closure procedures.

### Advice & Information

- Provide relevant referral information and advice to specialised services and agencies
- Collect and disseminate up-to-date information on government initiatives, domestic and family violence frameworks, programs and services and share with relevant staff.
- Employ effective internal communications, keeping others up-to-date on client needs and related trends.

### Stakeholder Engagement

- Attend meetings with other service providers as relevant.
- Develop mutually respectful relationships with external service providers, funding bodies, agencies and communities and use these opportunities to promote ARA services.
- Participate in expos, forums and conferences as appropriate and relevant to promote ARA services.
- Participate in internal case conferences, internal team and staff meetings for the purpose of sharing information and reporting on new opportunities.

### General Conduct

- Assist senior management staff with special projects as requested.
- Work closely and collaboratively with other staff and volunteers as appropriate.
- Keep accurate and timely records of services and case notes including incident reports, support and advocacy letters and comprehensive reports as required.
- Take responsibility for own time management, planning and organisation of work.
- Seek continuous improvement to ensure services are provided efficiently and effectively.
- Maintain confidentiality and privacy of client information.
- Ensure services are culturally sensitive and appropriate.

### Reporting

- Provide regular updates to the Team Leader on service delivery in line with performance targets.
- Notify the Team Leader of potential business opportunities arising from stakeholder engagement.
- Prepare reports for funding bodies in accordance with specified timeframes, service performance targets and expected project outcomes for Team Leader / Health and Family Safety Managers' authorisation.
- Report any significant issues or concerns to the Team Leader immediately.
- Provide accurate timesheets and mileage records for Team Leader approval.

### 3. PERSONAL CRITERIA

#### Qualifications:

- A relevant tertiary degree is a prerequisite unless the equivalent knowledge has been attained through lesser qualifications and/or significant experience gained from previous appointments.
- Current Australian Driver's licence.

#### Experience & Knowledge:

- High level of knowledge and expertise in social work with experiential application.
- Experience in advanced case management with a focus on family and domestic violence.
- Proficient in the assessment of client needs and case management principles and practices.
- High level knowledge and expertise in 'Best Practice' related to CALD Specific Family and Domestic Violence disclosures; education of cycle of abuse; children and non-offending partner safety and mandated requirements around child welfare.
- IT literacy and proficiency in Microsoft suite of software programs.
- Experience in working within a multicultural service environment and an understanding of multicultural and cross-cultural issues.
- Experience with establishing and maintaining internal and external relationships and partnerships.
- Knowledge and understanding of issues affecting people from a refugee background.
- Knowledge of current SA settlement services and projects relevant to refugees.
- Awareness of government policies and contemporary service models relevant to community services.

#### Personal Capabilities:

- Ability to apply knowledge of comprehensive client assessment and case management to achieve good outcomes.
- Ability to write extensive and comprehensive case management plans and reports.
- Ability to provide liaison, support and connection to specialist services (e.g. legal services) to meet the needs of clients with complex issues (including Centrelink payments/debts).
- Ability to manage own time, set priorities, plan and organise work.
- Ability to deliver outcomes in accordance with ARA policies and funding requirements.
- Effective 'lateral thinking' problem solving and decision-making.
- Ability to exercise judgement and initiative in the establishment of new procedures to ensure requirements are met.
- Ability to handle difficult conversations and situations.
- Ability to manage cross-cultural interpersonal issues.
- Ability to work in cooperation and consultation as a member of a team.

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- Strong ethical practices with a specific commitment to:
  - ARA Service Principles;
  - Equal Opportunity and Anti-discrimination;
  - Work Health & Safety;
  - Client-oriented service provision;
  - Child Protection.

### 4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WHS policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Maintenance of a safe working environment in all locations.

### 5. SPECIAL CONDITIONS

- Must have evidence of Australian residency or current working Visa.
- Must have DHS Working with Children Clearance, updated every five years.
- Must have or be willing to obtain a Child Safe Environment Certificate.
- Must have or be willing to obtain a First Aid Training Certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.
- Must hold a current driver's licence.
- Must own a roadworthy vehicle that is registered and has minimum third party property insurance and be able to use this for work purposes.
- Must be willing to work in various locations within the metropolitan area.
- Must be willing to participate in occasional after hours work.

### 6. ACKNOWLEDGEMENT

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Manager Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_