

## Position description

<b>Title</b>	<b>Family Violence Case Manager</b>
<b>Reports to</b>	Team Leader, Family Violence
<b>Classification &amp; Salary</b>	SCHCADS Level 5 – plus super and salary packaging
<b>Employment Status</b>	Full-Time, Ongoing
<b>Primary Location</b>	Hastings
<b>Date</b>	August 2022

### **Good Shepherd Australia New Zealand (GSANZ)**

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

### **Role Purpose**

The Family Violence Case Manager is an integral member of the Family Violence Team and delivers high quality short as well as longer term intensive case management services to women and children who have experienced, or are currently experiencing, family violence, including women who choose to remain in the relationship. The role contributes extensive knowledge and understanding of family violence to outreach case management and supports clients accommodated in emergency accommodation and transitional housing, delivering valued services and outcomes.

The position provides client-centred casework, utilising the Multi-Agency Risk Assessment and Management Framework (MARAM) and a comprehensive risk and needs assessment of women and children through trauma informed, systems and developmental frameworks. The Case Manager will develop agreed case plans with women and children with multiple and complex needs, bringing about outcomes which promote safety, stability and recovery from family violence through a coordinated care team approach.

As part of the Family Violence Team, participation in a crisis response roster, duty work roster and community-based outreach are some of the requirements of this role. This role will also involve intensively working with women and children in emergency accommodation after they have escaped family violence to assist them into securing safe accommodation. The Family Violence Case Manager will also be requested to provide support as required to the Family Violence Program.

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## **Key Responsibilities**

Duties include but are not limited to

- Deliver high quality outreach case management services to women and children who have experienced or are experiencing family violence through trauma informed, systems and developmental frameworks
  - Facilitate a multi-disciplinary team approach, providing a collaborative and holistic response for women and young people impacted by family violence, working toward identified goals
  - Undertake MARAM comprehensive risk assessment, needs assessment, safety planning and case planning with women and children
  - Coordinate referrals for support and liaise with specialist services as required
  - Support victim survivors accommodated in different type of accommodation settings including emergency accommodation
  - Work within the MARAM framework and the FVISS/CISS information sharing scheme
  - Demonstrate a commitment to the Child Safe Standards
  - Understand the impact of family violence on families and provide a trauma-informed response
  - Provision of high-quality case support work and case plan for victim survivors including managing high risk and complex needs
  - Facilitate financial independence and access brokerage as required
  - Work in partnership with families to develop and regularly review individual case and safety plans, ensuring clients are actively engaged in all decision making and planning
  - Participate in meetings as required, including team meetings and care team meetings
  - Provide secondary consultation and advocacy on the client's behalf to link in with other relevant supports
  - Participate in the duty and crisis response roster
  - Prepare reports and other written documentation such as minutes, housing and funding applications, correspondence etc to meet professional standards
  - Perform other duties as required
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## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
  - Maintain agreed quality standards
  - Maintain OH&S standards at all times
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### **Qualifications, Experience and Mandatory Requirements**

- Appropriate tertiary qualification in Social Work, Psychology, or a related tertiary discipline is essential
- Demonstrated capacity to provide outreach case management including the ability to carry out comprehensive risk and needs assessments and respond appropriately
- Experience working in the family violence sector
- Experience working in a fast-paced family violence program is highly desirable
- Experience working with high-risk clients is highly desirable
- Demonstrated experience working with women and children presenting with complex needs and behaviours (e.g. trauma, substance abuse, mental health, parenting issues, disability) and/or from Culturally and Linguistically Diverse (CALD) or indigenous backgrounds
- Demonstrated knowledge of the impacts of family violence and the capacity to apply appropriate theoretical frameworks to practice
- Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external
- Demonstrated experience in preparing written reports, maintaining records, including case notes and data base reporting
- Demonstrated success working as part of an effective and productive team, along with the ability to be self-directed
- Experience working with in a high security refuge environment is desirable
- Ability to apply protective behaviours techniques which reduce children's vulnerability
- Demonstrated commitment to personal professional development including knowledge of the Royal Commission into Family Violence Recommendations and the broader impact of the current reforms on the family violence sector
- A current Full Australian Driver's License
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)
- Evidence of Covid-19 vaccination, or medical exemption
- You may be required to obtain particular vaccines or immunisations in order to perform the Inherit requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

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### **Family Violence Minimum Mandatory Qualifications under Recommendation 209**

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> :

All candidates wishing to apply for this role must be able to demonstrate that they:

1. are considered EXEMPT under the policy  
OR
2. hold a Bachelor of Social Work or other equivalent qualification  
OR
3. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.  
OR
4. hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact [recruitment@goodshep.org.au](mailto:recruitment@goodshep.org.au) to discuss this further.

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## Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

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## Additional information

### Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- Evidence of Covid-19 vaccination, or medical exemption

**The above requirements will need to be supplied and verified prior to commencement**

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.