



# Position Description

## Case Worker – Escaping Violence Payment [Non Supervisory – Schads 5]

Wesley Business Growth & Improvement  
August 2022

### Agreement

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Signed–Manager

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Signed–Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Case Worker – EVP

## Wesley Business Improvement and Growth

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Wesley Business Growth & Improvement

Wesley Business Growth & Improvement is responsible for a diverse portfolio of transformation, change, growth and business improvement projects. Activities are typically cross-functional and require detailed planning, coordination and governance – often involving multiple internal and external stakeholders. Wesley Business Growth & Improvement also plays an important role in embedding new investment and business growth opportunities, such as the trial of the Escaping Violence Payment Program.

The Escaping Violence Payment (EVP) program offers financial assistance and confidential support for people who are leaving or who have recently left a violent partner. The program is available to victim survivors, primarily women, who need financial and other support to leave a violent partner and re-establish their lives free from violence. Wesley Mission are responsible for operating the EVP program for NSW and ACT.

### 3 Overview of role

<b>Program Summary</b>	<p><b>Case Worker, Intake Team – Escaping Violence Payment</b></p> <p>The Women’s Safety Package of the 2021-22 Commonwealth Budget announced the Australian Government is investing in a two-year trial of the EVP that will support approximately 12,000 individuals annually who need financial support to leave an intimate violent partner. The EVP program commenced on 19 October 2021 and will run for two years, concluding on 30 June 2023.</p> <p>Financial insecurity is a key barrier to victim survivors leaving a violent relationship and a factor as to why victim survivors return to an abusive partner.</p> <p>To assist in removing this barrier, the EVP will enable eligible victim survivors leaving a FDV situation to access financial assistance, goods and services and</p>
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	<p>wrap-around support to re-establish their lives. The EVP will provide individualised packages of up to \$5,000 including cash (or cash equivalent such as vouchers of up to a maximum of \$1,500 and the remaining funds provided in goods, services and wrap-around supports delivered by UnitingCare Network.</p> <p>Wesley's approach to meet the trial aims and objectives is by developing a network of partners to support and enhance our organisational skills and abilities; and creating two independent but connected work teams with a care model that supports a client centred, domestic violence best practice and trauma-informed principles. These teams are:</p> <ul style="list-style-type: none"> <li> <b>Intake Team</b> <p>The Intake Team will be the first response for our clients, stakeholders and various community holders to access the Escaping Violence Payment. The Intake Staff will positively engage with partners, stakeholders and people who have left a domestic violence relationship or need EVP assistance to leave a domestic violence relationship, whilst triaging their care and support. The Intake Team assessing, triages and supports a person, until case management support is provided. Through dynamic and flexible brokerage, assessment and safety planning the intake team will efficiently connect a client to safety.</p> </li> <li> <b>Case Management Team</b> <p>The Case Management Team will provide complex and specialised domestic violence case management for people and agency referrals, that the intake cannot triage for safety. The case management is for care and support for 12 week period. Case Management Team will provide referrals and support for clients to create a safe home. Clients will be encouraged to actively participate in planning and implementation through self assessment, goal planning, client-led reviews and EVP funding plans.</p> </li> </ul>
<b>Role Summary</b>	<p>The Case worker, Escaping Violence Team, is an appropriately skilled and experience individual who provides specialised case management to people who are experiencing domestic violence, or have left a domestic violence situation that have a variety of issues that are complex for their support.</p>

## 4 Relationships

Reports to: Team Leader, Escaping Violence Payments

Works with: Management with Escaping Violence Payment Intake and Casework Team across Business and Growth Improvement; and Family & Community Care. Other Uniting Consortium Partners and staff Wesley Mission Departments, Committees, Networks and Boards as appropriate. Uniting Church Staff, and community

## 5 Major role responsibilities

<p><b>Major Responsibility</b></p>	<p>The Case worker, Intake Team, is an appropriately skilled and experience individual who provides specialised case management to people who are experiencing domestic violence or have left a domestic violence situation that have a variety of issues that are complex for their support. To coordinate EVP funds with the client to meet their safety needs.</p> <ul style="list-style-type: none"> <li>a) Provide case management support to clients that are domestic violence or have left domestic violence and that exhibits various complexities in solving their safety</li> <li>b) Adopt a trauma-informed response to behaviours of concern of domestic violence, safety and to all interactions and practices in general.</li> <li>c) Ensure the locating of clients into the settings relevant to their needs and reviewing of support priorities, funding priorities and activities</li> <li>d) Ensure that support of clients is culturally, age and gender appropriate.</li> <li>e) Contribute to the provision of opportunities for life-enhancing activity, and facilitate connections between clients and the wider / mainstream community</li> <li>f) Work with community partners to support people who are experiencing domestic violence or have left a domestic violence situation.</li> <li>g) Seek opportunities to creatively engage clients in case management activity – respecting every interaction as an opportunity to sew possibility and hope.</li> <li>h) Support the activity of clients to improve personal circumstances, self-reliance, resilience, subjective wellbeing and safety.</li> <li>i) Support clients in the design and progress/review of appropriate goals and plans – ensuring such goals remain client-driven in respect of nature, sequence, and intensity of support, but following the SMART convention (specific, measurable, attainable, realistic and timely) and Escaping Violence Payment Guidelines.</li> <li>j) Assist clients (and facilitate when necessary) to access support from external services when such services cannot be met from within the expertise or accessibility of the team. Reducing the client to retell their domestic violence experience.</li> <li>k) Regularly monitor and review client progress</li> <li>l) Participate in team meetings and case review meetings</li> <li>m) Thoroughly maintain relevant records and files, collecting all relevant CRM data, Department of Social Services and other required client data</li> <li>n) Ensure all client data and referral information is appropriately recorded</li> <li>o) Ensure all client data and referral information is appropriately recorded on Wesley Mission client data systems and the contractual data collection system</li> </ul>
<p><b>Key</b></p>	<p>To work from a basis that is genuinely team-based model of service provision to</p>

<p><b>Responsibility 1</b></p>	<p>promote multiple attachments and improve continuity of support</p> <p>a) Collaborate with the other members of the Intake Team to ensure that clients continue to be served by all team members as/when appropriate</p> <p>b) With other members of the Intake Team, participate in an assertive (read: active, consistent and enduring engagement – doing all that is necessary to support a client in achieving his/her goals) approach to case management</p> <p>c) Liaise with other staff and teams to ensure the collaborative provision of care, safety and support to each client</p> <p>d) Contribute to a genuine team-based model of service provision to promote multiple attachments and improve continuity of support</p> <p>e) With other team members, develop and maintain rapport with clients, interacting in a manner consistent with Wesley Mission’s Vision and Values and Code of Ethics and Conduct.</p> <p>f) Develop and maintain strong interagency and partner rapport and cooperation</p> <p>g) Will work with the Intake Team individuals of the region to collectively provide case management and support to clients of the program</p> <p>h) Work with the Team Leader, Intake Case Work Team to review and evaluate all individuals that are supported by the Intake Team in accordance with Wesley Mission and Uniting’s goals along with contract expectations</p> <p>i) Support the Team Leader, Intake Casework Team to ensure that all Intake Team reporting requirements to Wesley Mission, the NSW/ACT Government, Department of Social Services and to all relevant stakeholders is timely and accurate</p> <p>j) Support the development, roll out and review of the policies, procedures and practice</p>
<p><b>Key Responsibility 2</b></p>	<p>Support and maintain existing partnerships providing domestic violence case management to maintain sound practice and quality outcomes in line with Wesley Mission Vision and Values, contracted expectations, and the Escaping Violence Payment framework</p> <p>a) Subject to direction from Team Leader, Intake Team, assist in managing and maintaining quality client and contracted outcomes of the various program partners in the providing domestic violence case management</p> <p>b) With the support of the Team Leader, Intake Team, develop, support and maintain the positive and effective partnerships for the Intake Team in accordance to the Escaping Violence Payment contract requirements</p> <p>c) Positively work with existing partners to support their developing work methods that work within a person centred practice and trauma informed care framework</p> <p>d) Support the Team Leader, Intake Team to work with the program’s partners (internal and external) providing domestic violence case management to ensure all partnership and stakeholder activities are in accordance to the Escaping</p>

	<p>Violence Payment contracts</p> <p>e) Support the Team Leader, Intake Team to evaluate Intake Team partnerships and stakeholders in accordance with Wesley Mission and Uniting's goals and Escaping Violence Payment's contract expectations</p> <p>f) Support the Team Leader, Intake Team to hold meetings and forums to discuss the network concept with partners and stakeholders.</p>
<p><b>Professional Responsibilities</b></p>	<p>a) Perform other duties according to the Wesley Mission vision and values statement, human resources, work health safety and the relevant policy and procedure documents</p> <p>b) Manage all aspects of own workload including meeting own KPI's as established by Team Leader, Intake Team and amended from time to time. Attend regular one-on-one meetings with Team Leader, Intake Team</p> <p>c) Participate in meetings including: team meetings, team building initiatives, conflict resolution, service review, planning and evaluation meetings as required</p> <p>d) Commit to the continuing process of personal/professional development and skills acquisition including participating in annual performance review and development process</p> <p>e) Exercise any other authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of agency expectations and standards at all times.</p>
<p><b>General</b></p>	<p>a) Ensure effective and appropriate communication with and involvement of staff, volunteers and clients in the delivery of the service</p> <p>b) Application and promotion of person centred approach to practice and service delivery</p> <p>c) Actively contribute to a positive organisational culture that is committed, demonstrates initiative, is joined up in thinking and practice</p> <p>d) Communicate operational issues quickly with the leadership team to assist in improvement in service delivery</p> <p>e) Positive participation and engagement in team, best practice and project team meetings, staff surveys, support meetings, and performance review meetings.</p> <p>f) Behave ethically and function collaboratively as a member of Wesley Mission</p> <p>g) Ensure community, government and business stakeholder needs and contractual requirements are met. This includes embracing Client feedback: Satisfaction Surveys, Business and community feedback</p> <p>h) Participate in quality audit and accreditation standards, program reporting and relevant industry legislation and best practice guidelines.</p> <p>i) Engage in ongoing professional development, that includes current and emerging trends in service delivery.</p> <p>j) Implement and adhere to contract compliance and risk minimization procedures and systems</p>

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|  | <p>k) Meet all internal and external reporting requirements</p> <p>l) Attend functions, committees, projects meetings and Wesley Mission services as directed by the Executive Manager.</p> |
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### 5.1.1 Performance Measures

a. Levels client interactions meets contract expectations, and accurate and time collection of all client data

Measurement Tool: CRM activity reports, Mittel and CRM

b. Good professional working relationships maintained with all Intake Team Stakeholder and all associated Wesley Mission staff

Measurement Tool: Stakeholder and other Escaping Violence Payment Program feedback

c. Positive feedback received from staff and clients

Measurement Tool: Staff appraisals, staff satisfaction, Pre-Score/Post Score CRM and client feedback

## 5.2 Our people (our team)

### Values Driven Service Culture

- Demonstrate a commitment to Wesley Mission's vision, noble purpose and culture within your work environments, acting with unfailing integrity in the completion of your work.
- Operate always within the strategic intent and Christian culture of Wesley Mission.
- Ensure your work is courageously committed to our clients and their unique personal needs. At all times respect the gender, ethnicity, sexuality, social background and religious beliefs of our clients.
- Regularly meet with your supervisor to discuss the work of your program, demonstrating a willingness to change and improve based on feedback from internal and external stakeholders.
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings.

### 5.2.1 Performance Measures

- Positive Feedback received from internal and external stakeholders  
Measurement Tool: Stakeholder feedback

### 5.3 Our operations

<p><b>Positive Stakeholder Relationships</b></p>	<p>a) Work cooperatively with Wesley Mission staff in all work settings, demonstrating generosity, Christlike servanthood and a willingness to contribute towards the success of other Wesley Mission services</p> <p>b) Work cooperatively and collaboratively with external stakeholders, demonstrating generosity, Christlike servanthood and a willingness to contribute towards the success of external services</p> <p>c) Attend significant social events, worship services and formal business meetings of Wesley Mission as requested. This will, at times, include events outside of your regular working hours</p>
<p><b>Financial Accountability &amp; Sustainability</b></p>	<p>a) Operate within the financial policies and budgets of Wesley Mission</p> <p>b) Budget responsibility for the team</p> <p>c) When entrusted with Wesley Mission assets, including vehicles, mobile phone and internet access, protect the asset from harm or loss and keep discretionary and personal costs to a minimum.</p> <p>d) Maintain EVP funding and client budgets with guideline packages</p> <p>e) Ensure all projects are delivered to budget and seek opportunities to minimise expense</p>
<p><b>Effective WHS Risk Management</b></p>	<p>a) Be appropriately responsible under the Work Health Safety act for your personal safety, the safety of your colleagues, your staff and your clients</p> <p>b) Promote the understanding and acceptance of policies and procedures relating to Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work Health and Safety</p> <p>c) Ensure that risk management principles are exercised in accordance with Wesley Mission policies and those incidents of high or material risk are reported immediately to your supervisor.</p>
<p><b>Validated Compliance Standards</b></p>	<p>a) Operate in accordance with Escaping Violence Payment framework, contracts, legislation and Wesley Mission policy and procedure and within the scope of professional expertise</p> <p>b) Delegate authority as per Wesley Mission reporting structure</p> <p>c) Participate at least annually in the Wesley Mission Annual Professional Reporting and Development reviews</p>

## 6 Professional responsibilities

- Relevant high level tertiary qualifications
- Experience in working with people that are experiencing domestic violence or have escaped domestic violence, including safety and risk assessment tools
- Knowledge and experience of person centred care and practice
- Knowledge and experience of trauma informed care
- Ability to develop and nurture stakeholder relationships and service networks
- Ability to work in an online client management system
- An excellent understanding of domestic violence issues and relevant legislation
- Detailed knowledge of policy, programs, guidelines, procedures and practices of the Wesley Mission relevant external bodies.
- Ability to work unsupervised under broad direction of management, with Schads 5 criteria.
- Current Drivers licence and ability to drive Wesley Mission vehicles in accordance with the Motor Vehicle Policy
- Computer literate in Microsoft Windows environment
- Working with Children Check Clearance, and cleared Police Check
- as directed, other activities to support the delivery of the Wesley Business Growth and Improvement Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

## 7 Selection criteria

To be successful in this position, candidates must possess the following:

### Demonstrated behaviours

- Tertiary qualifications: Qualifications in Psychology, Counselling, Social Work, Social Science or related fields.
- Sector knowledge: Understanding of causes and support for people with domestic violence and child protection issues; Knowledge of the region, its needs and the various local community services
- Specialty knowledge: Specific knowledge of a relevant domestic violence safety tools, risk assessment, DVSA, interventions and legislation

- Complex Case Management: Knowledge of how to provide effective complex case management for people who are experiencing domestic violence or have left a violent relationship
- Client Assessment: Knowledge in how to assess the individual needs of people who are experiencing domestic violence and/or left domestic violence relationship to develop care/support plans with their EVP funding
- Working in Teams and Partnership: Knowledge of how to work effectively within dynamic teams; Knowledge of how to support, develop, maintain and enhance sound networking and partnership practices
- Knowledge of Person Centred practice and Trauma Informed Care: knowledge of how to work in effective person centred and trauma informed methods
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

#### **Essential skills/knowledge**

- Program Delivery: Ability to follow quality program guidelines and work processes; able to support the establishment of a program from the ground up that meets Wesley Mission's expectation in delivering quality outcomes for clients and partners, adheres to Wesley Mission Vision and Values, meets all government contract requirements and meets all partnership expectations; Able to deliver client outcomes that follows Person Centred and Trauma Informed Care principles
- Change Management: Skills in working in a changing environment and still able to deliver quality client outcomes; Ability to positively work to support other staff as they manage change; Demonstrated commitment to continuous improvement principles
- Assessment Skills: Skills in analysis and developing complex care plans to support people to leave domestic violence situation or have left a domestic violence situation; Demonstrated ability to secure relevant information and identify key issues to support quality assessments; Able to understand an individual's on-the-ground problems, to work with them to assist them to troubleshoot and find resolutions to their issues
- Relationship management: Able to develop positive professional relationships with people who are experiencing domestic violence or whom have left domestic violence in order to support them positively based on Wesley Mission's values; Able to support the Team Leader, Intake Team to build and maintain mutually beneficial, collaborative relationships across different groups in a business partnership model, based on Wesley Mission's values.
- Innovation: Skills in developing and nurturing innovation in the program delivery; Able to generate or foster the generation of creative ideas; Actively contribute to a continuous improvement culture.
- Strong interpersonal skills: Ability to effectively communicate across a variety of different formats to team members in a matrix management environment; Ability to communicate complex ideas and concepts clearly

- Financial Accountability: Ability to be accountable for Wesley Mission resources, coordinating funding grants for clients.
  - Ability to Self-Manage: Be able to work without direct supervision in an environment that will have multiple distractions and urgent matters needing attention
  - Good Communication: Well developed written and oral communication skills; Able to effectively communicate across various mediums to various people in Wesley Mission, contractors, stakeholders, all levels of staff and clients; Good level of written, verbal and interpersonal skills, particularly assertiveness, diplomacy, negotiation and conflict resolution, ability to be adaptable, be self-motivated and exercise empathy for others
  - Able to work in a MS Office environment: Skills in working with various MS Office systems (such as Word, Excel and Outlook) and be able to effectively operate in Microsoft Windows environment
  - Confidentiality: Demonstrated high level of discretion and sensitivity when dealing with confidential matters
  - NSW Driver's Licence: Must hold a current unrestricted NSW Drivers Licence and be available to travel intrastate from time to time; Able to drive to support programs across the region; Willingness to drive Wesley Mission vehicles in accordance to Wesley Mission Motor Vehicle Policy and Procedures
  - Wesley Vision and Values: Ability to work within Wesley's Vision and Values
- Experience gained within the community services sector or related service sector
- Professional Accountability: Experience being accountable for client outcomes and contributing to program's outputs to internal and external stakeholders; Experience in writing client files in professional manner; Experience in gathering and recording program data in line with Wesley Mission and the contractor's expectations; Experience in the measurement, management and reporting of professional targets
  - Person Centre Practice and Trauma Informed Care: Experience in working with clients in a person centred and trauma informed care framework
  - Provide Working with Children Check Clearance Letter