



JUNO

## Specialist Family Violence Case Manager Position Description

### About Juno

Juno works with women (trans and cisgender) and non-binary people in Melbourne's northern suburbs who are experiencing homelessness, family violence, or economic insecurity. Formerly known as WISHIN\*, we have a long history of partnering with women to help them make lasting change in their lives.

We are an independent, feminist organisation with a commitment to social change. Our work is led by frameworks of feminist, intersectional, and politicised trauma informed practice. Our approach to support is non-judgemental, evidence-based, and person-centred.

We recognise the many ways women and non-binary people can be marginalised and the cumulative effects that multiple forms of discrimination can have. We speak out and amplify the voices of our participants to increase awareness of the challenges they face, the support required and to advocate for change to the systems and structures that hold them back.

Juno also works in partnership with women and non-binary people who have experienced homelessness or family violence to promote early access to information and build capacity to avert future crisis.

#### Our values are:

**Feminism & Intersectionality** We *respect* the diverse experiences, identities, knowledge and strengths of women and non-binary people and strive to empower them to realise their full potential.

**Collaboration & Creativity** We partner with women and non-binary people to support them to connect to *safety* and *independence*. We recognise the inherent strength of working in *partnership* across the sectors and with communities to deliver our vision.

**Equity & Justice** - We recognise the range of inequities women and non-binary people face and actively seek to challenge and address these through our service and *advocacy*. We *create* spaces and platforms that amplify the diverse voices of those experiencing gender-based poverty. We *advocate* for gender equity and justice.

**Courage & Accountability** - We strive for our work to be high quality and grounded in evidence to make impactful change. We are

	accountable to the clients and communities we partner with. We speak up and are willing to take risks and make change.
<b>Position purpose</b>	<p>The Specialist Family Violence Case Manager is an outreach role working with women and non-binary people and their children, who are experiencing family violence and homelessness.</p> <p>This role provides a range of person-centred brief intervention and longer-term case management activities that respond to victim-survivors risk, need and circumstances. Including identification and triage, risk assessment, risk management and safety planning, and case planning.</p> <p>This role also provides secondary consultation, co-case management and training to build the capacity of Homelessness Access Point's and Juno homelessness case managers to identify and respond effectively to those experiencing family violence.</p>
<b>Internal relationships</b>	This role reports to the Juno Program Manager Hume and works closely with a second Juno Specialist Family Violence Case Manager, the Juno housing case managers and outpost services.
<b>Location</b>	<p>The office is based in Preston. The role will also work from Homelessness Access Point agencies across the northern metropolitan region.</p> <p>Juno provides equipment to enable our service team to work from home one day per week.</p>
<b>Tenure and time fraction</b>	0.9-1 EFT negotiable, Ongoing
<b>Classification</b>	SCHADS 2010, level 5
<b>Exemption</b>	<p>Juno has an Equal Opportunity Exemption (H148/2021) and requests applications from women and non-binary people only.</p> <p>Please note all reference to women includes trans and cisgender women.</p>
<b>Position accountabilities</b>	
<b>Provides responses within appropriate theoretical and practice-based frameworks</b>	<ul style="list-style-type: none"> <li>• Place victim-survivors at the centre of practice.</li> <li>• Provide feminist, trauma informed and strengths-based engagement which supports victim survivor's autonomy, agency, and expertise in their own decision-making.</li> <li>• Ensure victim-survivors feel safe and respected through a collaborative model of individual case work informed by the Juno practice framework.</li> <li>• Provide support with cultural sensitivity and identify specialist supports that can ensure needs are appropriately met.</li> <li>• Provides service in line with Family violence legislation and guidelines, policies, and MARAM Code of practice</li> </ul>

<p><b>Build capacity in the homelessness sector to respond to family violence</b></p>	<ul style="list-style-type: none"> <li>• Provide a weekly in-person presence at Homelessness Access Points in Melbourne’s North.</li> <li>• Supports Homelessness Access Points in the North in undertaking comprehensive risk assessments</li> <li>• Provide family violence secondary consultation to homelessness services located at access points and within the Juno service delivery team.</li> <li>• Deliver capacity building workshops with homelessness access points and Juno’s service delivery team.</li> </ul>
<p><b>Identify and assess family violence risk</b></p>	<ul style="list-style-type: none"> <li>• Using the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM), complete risk assessment and safety planning in partnership with women, non-binary people, and children.</li> </ul>
<p><b>Manage risk and prioritise safety</b></p>	<ul style="list-style-type: none"> <li>• Use family violence information sharing scheme to collaborate across service systems for a purpose of risk assessment, increasing victim/survivors' safety and holding person who uses violence to account.</li> <li>• Identify specific risks to the safety and wellbeing of children and young people.</li> <li>• Provide a variety of case management, case planning and intervention supports based on victim-survivors need.</li> <li>• Providing outreach services to victim/survivors to support them in managing risk, enhancing safety and other needs identified in support plan.</li> </ul>
<p><b>Person-centred case management</b></p>	<ul style="list-style-type: none"> <li>• Provides service in line with Family violence legislation and guidelines, policies and MARAM Code of practice.</li> <li>• Using a client-led model of practice, coordinate and monitor multidisciplinary case management plans.</li> <li>• Undertake individual advocacy in partnership with survivors of family violence.</li> <li>• Convene case conference meetings, as required.</li> <li>• Makes referrals to other agencies, as required.</li> <li>• Documents case notes and reports according to best practice and organisational standards.</li> <li>• Engage and contribute to Juno family violence program guidelines.</li> <li>• Engage in reflective practice and Juno continuous improvement activities to align practice with known and emerging evidence.</li> <li>• Collect and document data required to underpin evidence-based practice in case management plans.</li> </ul>
<p><b>Program quality and continuous improvement</b></p>	<ul style="list-style-type: none"> <li>• Documents trends in service delivery which make visible areas of policy requiring reform.</li> <li>• Actively contribute to Juno client and advocacy events.</li> <li>• Contribute to networks and coalitions focusing on policy and legislative reform, as required.</li> <li>• Participates in practice research activities, as required.</li> </ul>

<p><b>Advocacy and partnerships</b></p> <p><b>Organisational resilience</b></p>	<ul style="list-style-type: none"> <li>• Engagement with Juno’s mission and values.</li> <li>• Engagement with policies and practice frameworks and guidelines - including our frameworks to promote the voices of lived experience in our work.</li> <li>• Engagement in Juno committees.</li> <li>• Contributing positively to team and workplace culture.</li> <li>• Using the organisation’s resources responsibly.</li> </ul>
<p><b>Key selection criteria</b></p>	
<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in social work or equivalent in line with the minimum qualifications for specialist family violence practitioners.</li> </ul> <p>Note - Juno recognises previous experience and is open towards working with staff as they gain the mandatory minimum qualification required for specialist FV positions.</p>
<p><b>Specialist knowledge and position competencies</b></p>	<ul style="list-style-type: none"> <li>• Experience with the family violence service system, including experience in risk assessment, safety planning and case management.</li> <li>• Commitment to working in a framework of practice that is feminist, intersectional, and trauma informed.</li> <li>• Communication and advocacy skills, including the capacity to advise and consult effectively with victim-survivors, service providers and other professionals.</li> <li>• Demonstrated practice in working collaboratively.</li> <li>• Demonstrated capability for reflection and self-care.</li> <li>• Understanding of the Victorian homelessness system would be highly advantageous</li> </ul>
<p><b>Additional requirements</b></p>	<ul style="list-style-type: none"> <li>• National criminal history check</li> <li>• Working with children check (Victoria)</li> <li>• Driver’s licence (Victoria)</li> </ul>