



# WORK WITH US

Towards a community free  
from family violence.

## Case Support Worker

### Key Details

<b>Location</b>	Ringwood, hybrid options welcome	<b>Remuneration</b>	\$76,372 - \$81,905 per annum
<b>Employment Type</b>	Full time, ongoing	<b>Classification</b>	<a href="#">SCHADS Award</a> Social and Community Services Employee Level 3
<b>Reports to</b>	Team Leader	<b>Direct reports</b>	Nil

## What we offer

- We are a welcoming, supportive and inclusive team, driven by a shared vision of **a community free from violence where everyone is safe**
- We walk the talk on inclusion: **bring your whole self to work**
- We believe in **lifelong learning** and support our people to engage in professional development
- We embrace **flexibility and hybrid working** - whilst we believe some time together in person is critical (and the amount varies depending on your role), we know balancing life and work is important
- We have great benefits like **paid parental leave, EAP and wellbeing programs**

## About the job

The primary role of a Case Support Worker is to undertake a range of administrative tasks and organise daily priorities which directly support the Support and Recovery team to provide support to Victim Survivors and their children who are responding to family violence.

## Your responsibilities

<p><b>Evidence based client care and support</b></p>	<ul style="list-style-type: none"> <li>■ Assist teams in completing client referrals, housing applications, flexible support package (FSP) applications, Private Rental Assistance and complete any other paperwork as required.</li> <li>■ Duties include, but not limited to, follow-up calls to clients, deliver material-aid as requested by clients, establish contact with external suppliers, and engage with children during appointments.</li> </ul>
<p><b>Data Reporting and Privacy</b></p>	<ul style="list-style-type: none"> <li>■ Prepare and maintain appropriate, accurate and confidential records of client records on the SHIP database, including assessment, case notes, case plans, safety plans and statistical data.</li> <li>■ Undertake data entry and overall administration duties when requested by management and case management team.</li> </ul>
<p><b>Inter-organisational Collaboration</b></p>	<ul style="list-style-type: none"> <li>■ Work across the team of case managers who provide case management and centre-based support to women, and women with children who are experiencing family violence.</li> <li>■ Acquire and maintain a good working knowledge with external agencies.</li> <li>■ Work alongside the Reception and Administration team one day each week (or as needed) to welcome clients and stakeholders on-site while also managing phone calls and emails.</li> </ul>
<p><b>Safeguarding children and young people</b></p>	<ul style="list-style-type: none"> <li>■ Promote and provide a welcoming and safe environment for any children and young people you interact with at work.</li> <li>■ Act as a positive role model and interact with children and young people in a safe way.</li> </ul>

- Support children and young people to express their culture and enjoy their cultural rights.
- Report any suspicions, concerns, breaches of policy, allegations or disclosures of alleged abuse by FVREE people or external individuals to your manager and the Safeguarding Officer, including any incidents of racism.

## To succeed in this job you will need the capability to

- Have a basic understanding of family violence, including knowledge of Trauma Informed Practice and Case Management
- Be competent with Microsoft Office suite of programs
- Display excellent organisational, administration and time-management skills
- Demonstrate well-developed conceptual, analytical and problem-solving skills
- Foster positive working relationships and capacity to work as a member of a team
- Have well-developed verbal, interpersonal and written skills
- Knowledge of the SHIP database is desirable
- Demonstrate an understanding and respect of the Child Safe Standards and child safety principles including the safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds as well as children who identify as LGBTI as well as children with a disability

## You'll need these qualifications and/or experience

- A minimum Certificate IV in Community Services or working towards tertiary qualification in a related discipline
- Knowledge of the SHIP database is desirable

## Core Capabilities

Everyone at FVREE needs these capabilities to succeed:

<b>Sector and Organisational Purpose &amp; Values</b>	<ul style="list-style-type: none"> <li>■ The skills required to uphold our values, reflecting the purpose of the family violence sector. Having a sound understanding of the family violence sector including key frameworks and how they apply to the services we deliver.</li> </ul>
<b>Leadership and Teamwork</b>	<ul style="list-style-type: none"> <li>■ The skills necessary to work effectively as part of a team, both as a team member and leader. The ability to positively engage with others, collaborating and sharing knowledge and information. As a leader, having the capability to provide guidance, coaching and expertise that is adapted to the needs of the team.</li> </ul>
<b>Client Centricity</b>	<ul style="list-style-type: none"> <li>■ The capability to put the client’s interests at the centre of all decision making and having an understanding of their needs and challenges.</li> </ul>
<b>Personal and Professional Accountability</b>	<ul style="list-style-type: none"> <li>■ The capability to be responsible and accountable for personal and professional actions, the actions of your team, and the actions of the organisation as a whole.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>■ The capability to communicate clearly, actively listen to others, and respond with understanding and respect across all forms of communication.</li> </ul>
<b>Innovation and Change</b>	<ul style="list-style-type: none"> <li>■ The capability to be flexible, deal with ambiguity, and be ready to respond to the changing needs of clients, the organisation and the sector through thinking creatively and critically to promote continuous improvement. The ability to support, promote and champion change and assist others to engage with the change process.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>■ The capability to solve problems in an organisational context, demonstrating the skills required to think laterally and address emerging issues in a proactive manner.</li> </ul>
<b>Emotional Intelligence</b>	<ul style="list-style-type: none"> <li>■ The capability to recognise and understand emotions in yourself and others and having the ability to regulate them and adapt behaviours accordingly to respond effective. This includes the ability to support the resilience of your team and the organisation, in the face of sensitive matters and challenging circumstances.</li> </ul>

## Other important things to know

- A probation period of 6 months applies from when you join FVREE
- You will need to get some safety screening checks before starting in the role:
  - A national criminal history (police) check renewed every 3 years
  - An international criminal history certificate (if you've lived overseas for 12 months or more in the last 10 years)
  - A Working with Children Check (renewed every 5 years)
  - A current Victorian Drivers Licence to be sighted
- If you choose a hybrid working option, you'll need to have your own home office safely set up with equipment like a computer or laptop, desk and ergonomic chair.
- We take safeguarding children and young people seriously. In addition to our standard Code of Conduct, you will be required to sign and comply with our Children and Young People Code of Conduct which will be provided to you when you commence employment.
- This position description is a guide and reasonable additional duties may be requested