

Position Description

Position Title	Family Violence Senior Case Manager
Version Date	May 2026
Reports to	Refuge Team Leader
Supervises	Students
Employment Type	30 hours, flexible hours, WFH options
SCHADS Award	6
Contract Length	Ongoing
<p>The Job Description for this role is indicative and may change as the needs of the business change. The Job Description describes the general nature and level of work being performed and is not intended to be an exhaustive list of all responsibilities, duties or skills required for the position, nor does it imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow other job-related instructions and to perform other job-related duties requested by their supervisor. The Position Requirements are representative of minimum levels of knowledge, skills and/or ability. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty effectively.</p>	
<p>1. ORGANISATIONAL CONTEXT</p> <p>Emerge is a specialist family violence service located in Melbourne’s Southern Region and is primarily funded by the Victorian Government.</p> <p>PURPOSE AND VISION</p> <p>Emerge uncompromisingly provides support to people who have experienced family violence toward safety, autonomy and healing and to rebuild their lives. Emerge drives innovative practice that disrupts cycles of family violence for affected people across Victoria.</p> <p>supporting</p> <p>VALUES</p> <p>The values that guide all areas of work at Emerge are collaboration, respect, courage, creativity, inclusivity, impact and kindness.</p> <p>SERVICES OFFERED</p> <p>Emerge offers a diverse range of accommodation and support to women and women with children experiencing family/domestic violence including:</p> <ul style="list-style-type: none"> • CRISIS SUPPORT AND ACCOMMODATION at a safe, secure refuge and in crisis housing 	

- **CASE MANAGEMENT** for victim-survivors providing strength-based, trauma informed, considering intersectionality and has a feminist perspective. Offering intensive support, including risk assessment, safety planning, referrals, and advocacy. dignity,
- **TRANSITIONAL HOUSING** providing accommodation after refuge
- **SPECIALISED OUTREACH**, including safety planning and support with specialised case managers who work with children
- **THERAPEUTIC SUPPORT** to assist recovery from trauma, including arts therapy, play therapy, infant wellbeing and dyadic therapy.

2. SCOPE OF POSITION

- Provide secondary consultation and practice guidance to case management staff, supporting capability in family violence, child-focused practice, and mental health.
- Deliver specialist family violence case management to clients, managing a caseload and providing holistic, individualised support and planning across a range of needs.
- Undertake family violence, mental health, and trauma-informed assessments with clients, and in collaboration with the case manager and team leader, support appropriate referrals and service coordination.
- Conduct risk assessments and safety planning in line with the MARAM framework, tailored to client needs and goals.
- Provide support across multiple service settings, including short-term refuge (core and cluster), long-term accommodation, and outreach.
- Apply a strengths-based, trauma-informed, and client-centred approach in all aspects of practice.
- Build and maintain effective networks with external services, including mental health and alcohol and other drug service providers.

3. KEY OUTCOMES

- Clients are provided with a strengths-based, trauma informed and client-centred approach to case management that meets required standards.
- Clients are provided with opportunities to receive agreed services within specified timeframes.
- Support and strengthen staff capability through ongoing capacity building, knowledge sharing, and guidance, particularly in relation to family violence risk assessment and safety planning.
- Ensure consistent, high-quality service delivery.
- Manage complex and high-risk situations with a level of autonomy

<ul style="list-style-type: none"> All data, records, documentation and case notes are up to date and accurate on all relevant databases 	
4. RESPONSIBILITIES, FUNCTIONS AND TASKS	
Key Result Areas	Responsibilities
a. Clients	<ul style="list-style-type: none"> Plan, implement and evaluate case management strategies for women and their children including developing individual case plans, safety plans and as allocated by Team Leader. Assess and induct clients who have been referred to Emerge. Provide intensive supports, advocacy and referrals to women and their children who are escaping family violence. Provide, and regularly update, each client with a case plan according to Emerge’s defined format and guidelines. Provide specialist assessment and consultation to case management staff and clients, supporting informed decision-making and tailored responses to client needs. This may include identifying risks, contributing to case planning, and facilitating appropriate referrals to internal and external services. Participate in the 24/7 rostered-on call service. Work collaboratively with the refuge and therapeutic team and with referring agencies and assist with secondary consultation to relevant community agencies and services. Facilitate client house meetings and address any issues that may arise. Provide psychoeducation and direct work with clients and their children to support child wellbeing and development.
b. Team and staff engagement	<ul style="list-style-type: none"> Maintain a professional, collaborative and open working relationship with the Service Delivery Director, Team Leaders, Leadership team, Case Managers, Support Workers and Therapeutic Practitioners any other staff members or stakeholders. Provide support and guidance to the case management team, and therapeutic team Attend various staff meetings, supervision and reflective practice. Attend relevant sector training as required. Lead by example with a

	professional and positive attitude in alignment with Emerge's core values.
c. Community engagement	<ul style="list-style-type: none"> Facilitate and advocate access to a wide range of information, services and resources that will enable women and children to make informed choices about their future. Assist with raising awareness of family violence in the community through community development processes, participating and consulting with direct stakeholders and the broader community. To network and liaise with other service providers.
d. Organisational	<ul style="list-style-type: none"> Support and sustain Emerge's organisational objectives and work within Emerge's policies and procedures. Uphold Emerge's values in all relationships, measured by the quality of relationships with all internal and external stakeholders. Maintain relevant documentation and written reports and internal and external data collection as required and within defined time scales Participate in internal staff and team meetings. Work independently and as part of a team, including attending team meetings and other forums as required. Uphold the Emerge Code of Conduct at all times.
e. Participate in meetings and professional development	<ul style="list-style-type: none"> Attend relevant training, meetings, workshops, forums, and information sessions to ensure a continual quality improvement and best practice framework is maintained. Actively participate in internal and external supervision, professional development, and reflective practice. Demonstrate Emerge values in all business and professional relationships.
f. Confidentiality	<ul style="list-style-type: none"> Site locations are to be always kept secure and confidential. They are high security state-wide accommodation for women and women with children escaping family violence who have

	<p>additional needs and as such nominating the location is a breach of our confidentiality.</p> <ul style="list-style-type: none"> All legislation in terms of privacy and confidentiality is expected to be adhered to.
<p>g. General</p>	<ul style="list-style-type: none"> This position is offered for a probationary period of 6 months This role requires a level of physical and mental fitness to carry out the inherent requirements of the role as described, including the possession of the psychological and emotional robustness required to work in the family violence sector, manage multiple priorities and changing deadlines. At times driving to appointments is also required. Work in accordance with the work health and safety procedures, client rights policies including privacy and confidentiality and in accordance with all Emerge’s policies and procedures. Report workplace hazards to the supervisor as soon as possible after they occur. Report injury or illness arising from workplace activities using the Emerge incident/injury reporting system as soon as possible after incident. Ensure all client incidents are appropriately reported.

5. POSITION REQUIREMENTS

Skills, Competencies, Qualifications and Experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Mandatory

- A minimum of three years’ experience in a role working with women and children who have experienced family violence
- Bachelor or Tertiary qualification in Social Work, Community Development or a related discipline, or a related discipline that meets the Mandatory minimum qualifications Recommendation 209 of the Royal Commission into Family Violence.
- Demonstrated expertise in conducting family violence risk assessments and safety planning in line with the MARAM framework.
- Proven ability to build the capacity of staff, including mentoring, coaching and providing secondary consultation in complex family

violence cases. Excellent case management skills to include advocacy, assessment, development and implementation of tailored case plans.

- Experience working in a similar role with women and children who have been exposed to family violence, with an understanding of feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women.
- An ability to appropriately deal with pressure and maintain composure and effective communication when engaging with women and children in crisis.
- Ability to self-motivate and self-manage while working in a dynamic environment with good time management skills with a pro-active approach to timely follow up and completion of tasks.
- Ability to build and manage credible and productive internal and external working relationships and effectively communicate professionally with a variety of behavioural and personality types.
- Excellent written communication skills including correct spelling grammar in emails and reports, including computer skills and the ability to use MS Office Suite, MS Outlook or equivalent.
- Police record check.
- Working with Children Check.
- A current and clear Victorian Driver’s License.
- Must have the right to work in Australia.
- Ability to be on the on-call roster.

Desirable

- An understanding of the child and family services sector and awareness for current Child Protection system (and process) and Child FIRST legislation in Victoria.
- An understanding of the issues involved in working with women and children with diverse needs i.e.: CALD & Indigenous.
- Experience working in a residential and outreach setting.
- Familiar with the use of the Specialist Homelessness Information Platform (SHIP).
- Experience in working within the mental health and/or AOD services will be highly valued

6. APPROVED

Claire Marshall, CEO