

Position Description

Position Title	Children's Case Manager
Version Date	July 2026
Reports to	Refuge Team Leader
Supervises	Nil
Employment Type	Permanent – 0.8 (four days per week)
Schads Award	5
Contract Length	N/A
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. We strongly encourage applications from individuals with lived experience of family violence. We also welcome applicants from Aboriginal and Torres Strait Islander backgrounds, and people from culturally and linguistically diverse communities. <i>Please note: As a specialist family violence agency, we hold an exemption under the Sex Discrimination Act 1984. Female applicants only need apply.</i>	
1. ORGANISATIONAL CONTEXT Emerge is a specialist family violence service located in Victoria's Southern Region and is primarily funded through the Commonwealth/State Supported Accommodation Assistance Program (SAAP). The organisation offers a diverse range of accommodation and support to women and women with children experiencing family/domestic violence including: • A 24-hour staffed high security state-wide refuge; • Medium security state-wide accommodation for women and women with children who have additional needs such as substance use and/or mental health issues; • Regional support, access and accommodation for women and women with children who wish to remain in the southern region; • Specialist support for accompanying children via a dedicated Emerge worker; • Specialist support for CALD women and women with children through co-case management with InTouch Multicultural Centre Against Family Violence. In addition to the above Emerge is committed to providing support and assistance to women and children to live safely within their own homes and community. PURPOSE AND VISION	

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.

VALUES

The values that guide all areas of work at Emerge are collaboration, respect, courage, creativity, inclusivity, impact and kindness.

SERVICES OFFERED

Emerge offers a diverse range of accommodation and support to women and women with children experiencing family/domestic violence including:

- **CRISIS SUPPORT AND ACCOMMODATION** at a safe, secure refuge and in crisis housing
- **CASE MANAGEMENT** for victim-survivors providing strength based intensive support, including risk assessment, safety planning, referrals and advocacy.
- **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

ORGANISATIONAL AIMS/OBJECTIVES

Emerge is dedicated to providing a sensitive and respectful service that provides single women and women with accompanying children with the skills necessary to live a life free from violence. We achieve this through:

- Providing a culturally sensitive service that addresses the needs of all women and children including those from cultural and linguistically diverse communities and Indigenous women and children.
- Advocating to governments, the sector and broader community on important issues of family/domestic violence and challenging the values and norms in our society that perpetuate violence against women and children.
- Promoting equity of access to financial resources including opportunities for employment, further/continuing education and other supports and resources that will enhance women's and children's wellbeing.
- Working collaboratively with other services both within and outside of the integrated family violence sector to maximise all opportunities for the women and children that we assist.

2. SCOPE OF POSITION

Emerge acknowledges that children and young people's experience of trauma is distinctive from their caregivers and requires a specialist response.

Therefore, you will be at the forefront of providing expertise in providing safe, trauma-informed, person-centred support to children who have experienced or witnessed family violence. This will be in the form of providing individual and family sessions with children and the safe care giver, co-facilitating groups, undertaking assessments, and case planning to elevate the child's voice so they can participate and thrive.

Focusing on strengthening the relationship between children and their safe caregiver, which has often been negatively impacted by family violence.

In addition, many women who come to Emerge have been traumatised and benefit from support to understand their and their children's responses to family violence so they can begin their journey of healing and recovery.

We are looking for a therapeutic practitioner who can lead and deliver groups, provide family-focused interventions for children and safe caregivers recovering from family violence.

3. KEY OUTCOMES

- Actively contribute to meeting Emerge's strategic aims.
- Children of the service are provided with a strengths-based client centred approach to case management.
- Children of the service are provided with opportunities to receive appropriate services within specified timeframes that enable the child's voice and experiences to be heard.
- All data, records, documentation and case notes are up to date and accurate with a particular focus on capturing the child's voice.

4. RESPONSIBILITIES, FUNCTIONS AND TASKS

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
a. Children	Contribute to the planning, implementation and evaluate case management strategies for children support the development of individual case plans, safety plans and family work as allocated by the Refuge Team Leader or Service Delivery Director. 1. Build rapport easily, communicate and be confident and comfortable engaging with children to support their voice being elevated and their wishes and goals evidenced in case plans and case notes and decision making. 2. Provide secondary consultation to peers, relevant community agencies and services. 4. Sound understanding of child development and current theories to support sound clinical reasoning and assessment. 5. Engage in activities with children to enhance their resilience and self-esteem. 6. Work collaboratively with the safe caregiver to strengthen their relationship and build parenting capacity to support the healthy emotional and physical development of children and young people.
b. Community Awareness	Facilitate and advocate access to a wide range of information, services and resources that will enable resilience and independence in children: 1. Assist with raising awareness of family violence in the community through community development processes, participating and consulting with direct stakeholders and the broader community. 2. Provide community education through presentation and secondary consults to community groups and organisations using content developed in consultation with the Refuge Team Leader or Service

	Delivery Director. 3. Co-facilitate groups in community settings for both adults and children to support breaking intergenerational family violence.
c. Organisational Support	Support and sustain Emerge's organisational objectives: 1. Work closely with your team with a positive, collaborative, solution-oriented approach. 2. Work within Emerge's policies and procedures. 3. Uphold Emerge's values in all relationships, measured by the quality of relationships with all internal and external stakeholders. 4. Adhere to set performance standards. 5. Meet Service Level Agreements. 6. Actively support fellow team members through cross skilling and internal relief for planned and unplanned absences. 7. Maintain relevant documentation, verbal and written reports and internal and external data collection as required including assessments, case notes, case plans, safety and crisis plans, Government data collection etc. 8. Work independently and as part of a team, including attending team meetings and other forums as required. 9. Assist with other duties as required by the Refuge Team Leader or Service Delivery Director. 10. Ability to undertake oncall duties.
d. Specialist skills	1. Demonstrated understanding of developmentally appropriate behaviour for children and young people across, home, school and community settings. 2. Ability to establish strong relationships with children and young people. 3. Knowledge and skills in ensuring the health and protection of children and young people, understanding Child Safe Standards, Best Interests Case Practice Model, Child Protection, MARAM and the Family Violence Act 2008 practices. 4. Demonstrated understanding of the application of trauma-informed practice. 5. Attend relevant meetings required to ensure your information and skills are in line with contemporary issues relevant to the sector. 6. Attend feedback and team relevant training, workshops, forums and information sessions to ensure a continual quality improvement and best practice framework is maintained. 7. Specialist industry skills to be maintained and kept current, demonstrated by the currency, accuracy and appropriateness of work performed in all areas noted in Key Tasks and Responsibilities. 8. A strong interest in continuous professional development that complements the specialised nature of the Emerge service framework in consultation with your line manager. 9. A strong interest or experience in running groups. 10. A strong interest or experience in working with children, young

	people and adults who have experienced trauma.
e. Effectiveness	1. Act as a professional and capable representative of Emerge to internal and external clients, measured by the quality of relationships with all stakeholders through agency and client feedback. 2. Actively participate in internal supervision, professional development and peer support. 3. Demonstrate Emerge values in all business and professional relationships. 4. Ability to complete tasks within agreed timeframes. 5. Ability to work cooperatively with the Team Leader and the broader Emerge organisation.
f. Continuous Improvement	Ensure the success of Emerge Women and Children's Support Network by: 1. Using your initiative to ensure that prescribed systems and processes are complied with. 2. Seek opportunities to further develop and enhance the Emerge services framework that supports the organisation's innovative and progressive model. 3. Noting and reporting any problems relating to the operation of Emerge. 4. Recommending solutions to the Refuge Team Leader or Service Delivery Director. Seeing through the implementation of these solutions where directed. 5. Contributing to projects to support continuous improvement of services provided by Emerge.
g. Documentation, reporting and data collection.	1. Ensure that all documentation, written and verbal reports and data collection are carried out in accordance Emerge policies and procedures and industry standards, in agreed timeframes. 2. Seek assistance and clarification from Refuge Team Leader or Manager Integrated Family Services if required.
5. OHS Emerge promotes a safe and equitable working environment. It is the responsibility of all employees to report any equipment, processes or workplaces issues that may be, or may lead to, a hazardous or unsafe workplace Compliance All staff are to comply with safe working procedures by: • Follow safe work procedures established by Emerge; and • Follow the OHS&E directions of management. Risk Assessments All staff are to assist with the preparation of risk assessments where appropriate. • Before commencing work in a work area, a risk assessment should be conducted to identify, assess and control the hazards associated with the work. This should be conducted in conjunction with other relevant staff, and the supervisor. Reporting	

All staff are to report OHS&E problems

- Report workplace hazards to the supervisor as soon as possible after they occur; and
- Report injury or illness arising from workplace activities using the Emerge incident/injury reporting system as soon as possible after incident.

6. GENERAL

Internal Contacts:

Refuge Team Leader, Service Delivery Director, Executive Officer, members of the Board, contractors and employees

External Contacts:

Industry groups, 3rd party suppliers, vendors and clients

Physical requirements of the role:

Individuals performing this role will be required to do a variety of tasks requiring a level of stamina and fitness in line with the Key Tasks and Responsibilities described.

Support for this role:

This role will receive regular internal and external supervision and an annual performance review.

7. 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

- Bachelor or Tertiary qualification in Social Work, Psychology, Counselling, Community Development or a related discipline in accordance with the Royal Commission into Family Violence Recommendation 209 Mandatory minimum qualifications policy.
- Excellent case management skills to include advocacy, assessment, development and implementation of tailored case plans within agreed timeframes.
- Extensive experience in MARAM, for the identification, assessing and managing family violence risk, with the aim of improving safety and wellbeing for victim survivors.
- 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.
- Demonstrated understanding of trauma-informed practice and skilled in recognising the impacts of trauma on behaviour and wellbeing and the ability to work in a trauma-informed, family violence setting.
- 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 a roster for on call duties.

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, to support equity of outcomes.
- Experience working in a residential and outreach setting.
- Familiar with the use of the Specialist Homelessness Information Platform (SHIP).

8. APPROVED

Claire Marshall - CEO