



JOB DESCRIPTION

Case Manager – Male Victims Domestic Family Violence

RESPONSIBLE TO: Practice Lead

BASIC RESPONSIBILITY: To effectively provide coordinated case management to clients through a process of engagement, screening, needs assessment and referring them to appropriate services within Interrelate and externally as required.

DUTIES:

1. Provide case coordination in accordance with the relevant guidelines, procedures and processes:
 - a. Liaise with the Police for additional contact information or to discuss changes of risk rating, where required
 - b. Prepare case file notes and quarterly reports for all victims supported according to the template that will be provided by Victims Services
 - c. Represent male victim(s) at “Serious Threat” at Safety Action Meetings (SAMs) as required and follow up with the male victim and discuss any safety action plan developed
2. Undertake intake assessment with clients to:
 - a. assess suitability for services
 - b. assess the person’s / family’s needs
 - c. prioritise services
 - d. assess risks (including suicide risk) and develop action plans to mitigate risks
 - e. assist clients to develop their own goals and case/service plan
 - f. make appropriate internal and external referrals
 - g. refer to other services including scheduling of initial appointments with Interrelate practitioners / services
3. Monitor progress and the changing needs of the client while they are waiting for and receiving services
4. Provide case management and/or brief interventions to a caseload of clients
5. Conduct regular case management meetings as required, including attending and facilitating external meetings with other services or agencies



6. Regularly consult with the Practice Lead regarding intakes and the case management of clients
7. Uphold Interrelate's commitment to a child focused practice model, promoting child wellbeing and positive outcomes across all client engagements
8. Maintain professional documentation and administrative systems according to agency requirements
9. Attend regular training, staff meetings and supervision as requested
10. Liaise regularly with Practice Leads on strategies for the continual improvement of Interrelate services
11. Assist in the development and maintenance of quality processes, as requested by Practice Lead
12. Ensure that a client centred, customer service perspective is reflected in all aspects of duties
13. Develop and maintain relationships with a broad network of services in the region, including the courts, solicitors, government agencies, NGOs and community organisations
14. Promote the range of Interrelate services within the region by attending regular interagency and stakeholder meetings/events - in collaboration with the Community Development worker
15. In collaboration with Practice Leads and/or Office Supervisors work to meet targets set for the program
16. Engage in any professional development opportunities provided by Interrelate to ensure practice reflects current research, child development, family systems and evidence-based case management approaches
17. Responsibility for the development and maintenance of referral register, in consultation with Practitioners



CORE CAPABILITIES:

Client Outcomes (Intermediate): Provides clients with high quality specialised or technical service and appropriate referrals

Client Diversity (Intermediate): Demonstrates sensitivity and respect for diversity and differences in clients, adjusting to the needs of clients

Knowledge of Client Issues (Foundational): Maintains awareness of client issues and needs

Confidentiality (Intermediate): Demonstrates a respect for confidentiality; follows relevant policies and procedures to deal with more complex and ambiguous issues

Ethics (Intermediate): Adheres to professional boundaries and standards; provides advice and assistance to others

Interpersonal Skills (Foundational): Demonstrates active listening, empathy and sensitivity when interacting with clients and colleagues

Technology (Foundational): Uses technology and software applications effectively in accordance with task requirements

Planning and Time Management (Foundational): Organises work to meet agreed schedules and timelines, adapting to changing demands as required

Knowledge of Community (Foundational): Maintains basic knowledge and awareness of client and/or community issues and organisations

Reflective practice (Foundational) Applies organizational practice models, procedures and relevant legislation when working with clients.

POSITION REQUIREMENTS:

Interrelate employees are required to:

- Understand and comply with all policies and procedures pertaining to the Organisation
- Perform other duties consistent with the responsibilities of the position as required by Management
- Demonstrate an awareness and commitment to the Organisation's Code of Conduct, values and purpose
- Work in collaboration, and network with key stakeholders and the wider community



- Follow WHS policies and procedures relating to workers as per Interrelate's WHS policies and procedures
- Understand the principles of diversity, equity and inclusion; and, the needs of the diverse communities Interrelate provides services to
- Complete a satisfactory Australian National Police Check
- Hold clearance of a NSW Working with Children Check, current drivers licence and unrestricted permission to work in Australia

SELECTION CRITERIA:

- Bachelor's degree in social work, community welfare, counselling, psychology or related discipline, OR a Graduate Diploma in counselling, community service or equivalent in addition to a Bachelor degree that is not a related discipline
- Experience providing advocacy, support, and referral services to victim-survivors of Domestic and Family Violence
- Experience working with victim-survivors of Domestic and Family Violence, including assessment, safety planning, case management, and referral pathways
- Proven ability to work effectively with victim-survivors of Domestic and Family Violence, applying a trauma-informed and person-centred approach
- Demonstrated knowledge and experience in applying child-focused practice when working with families, including an understanding of child development and the effects of family and domestic violence on children's safety, wellbeing and development
- Ability to liaise with the community and build local networks including family law specialist and magistrates along with experience in dealing with the Family Law System
- The ability to work collaboratively with a multi-disciplinary team to ensure positive outcomes
- Excellent written and oral communication skills