

Position Description

Family Violence Case Manager (Men)

Position Details	
Title:	Family Violence Case Manager (Men)
Level:	SCHADS Award Level 5
Time Fraction:	.6 EFT
Position Relationships:	Reporting to Manager Family Violence Program
Principal Location:	Level 4 – 255 Bourke Street, Melbourne 6 Bridge street, Werribee
Position Purpose:	To support the safety of families by working directly with men who use violence in relationships. The role focuses on engaging clients in behaviour change, promoting accountability, and facilitating access to relevant support services.

Organisation Overview

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship Learning Services
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Relationship Matters in the Workplace.

Relationship Matters has been supporting the community through counselling and education for over 75 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with eight physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

POSITION OVERVIEW

The Family Violence Case Manager is responsible for providing tailored, strengths-based case management to men who use violence in family and intimate partner relationships. The role involves assessing risk, safety planning, increasing men's accountability, and supporting men to recognise and change harmful behaviours.

The Case Manager collaborates closely with a range of stakeholders including internal services, police, courts, and specialist services to ensure a coordinated, client-centred response that prioritises the safety and wellbeing of victim-survivors.

The position requires a strong understanding of the gendered nature of family violence, trauma-informed practice, and a commitment to fostering meaningful behaviour change through respectful engagement and professional boundaries.

MAJOR RESPONSIBILITIES

Case Management and Intake Assessment

- Undertake intake and assessment of clients for MBC programs.
- Facilitate MBC Programs at CBD or Wyndham locations as required.
- Conduct comprehensive risk and needs assessments of men who use violence.
- Provide case management and post participation counselling to men who use violence, including one-on-one sessions.
- Develop case plans with clients to address immediate, intermediate, and long-term goals.
- Support clients to engage in behaviour change programs and comply with intervention plans.
- Monitor and respond to changes in risk, escalating concerns through appropriate channels.
- Work collaboratively with internal and external stakeholders to manage client risk and ensure the safety of victim-survivors, including case coordination and information sharing.
- Make referrals to the Family Safety Counsellor for family members, for ongoing risk assessment, safety planning and counselling support.
- Maintain accurate case notes, assessments, and reports in accordance with RM policies and funding requirements.
- Stay informed about current legislation, policies, and best practices in family safety and domestic violence intervention.
- Participate in ongoing training, supervision, and reflective practice to maintain knowledge of family violence best practices and trauma-informed care
- Represent the organisation at network meetings as required

Quality, Risk and Safety

- Comply with Occupational Health and Safety legislation and organisational policies.
- Take reasonable steps to identify and prevent risks to health and safety in service delivery and within the workplace.
- Promote a healthy and positive organisational culture.
- Ensure employees maintain safe operating practices and environment,
- Report workplace incidents, hazards, accidents, and emergencies immediately.

- Contribute to analysis, review and development of organisational policies and procedures.
- Performance of other duties as required, provided such duties are within the range of staff member's skill, competence, and training.

KEY SELECTION CRITERIA

(Please note: Applicants need not respond in writing to all selection criteria)

- Degree in Social Work or other related qualification.
- Graduate Certificate in Client Assessment and Case Management, Men's Family Violence.
- Eligibility for membership of either the AASW or other relevant professional association.
- Sound knowledge of theory and practice of intervention work in the Family Violence space, including knowledge of feminist theoretical framework, gendered violence, and trauma-informed practice.
- Strong understanding of risk assessment frameworks (particularly MARAM) and safety planning.
- Experience and knowledge in the provision of case management.
- Experience working in the family violence sector, including a working knowledge of the NTV /FSV Men's Behaviour Change Minimum Standards and the Family Law Act 1975 will be highly regarded.
- Experience in education programs, family violence intervention, group work and crisis intervention in family violence
- Ability to maintain professional independence and to work in a self-directed manner.
- A commitment to ongoing professional development.
- High level capacity to work flexibly and responsively in a team environment.
- High level interpersonal and communication skills

Personal Qualities

- Affinity with Relationship Matters values
- Generosity of spirit
- Flexibility
- Highest ethical and professional standing

TERMS AND CONDITIONS

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2010, depending on skills and experience.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six-month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- Access to Portable Long Service Leave in the Community Services Industry
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.

- A current driver's licence is essential.
- Maintenance of confidentiality and reporting of serious matters in accordance with agency policy and procedures.
- Travel to the branches of the organisation, including some direct service provision from these sites is expected.
- Travel to other locations including travel at short notice and overnight stays may be required.

ACKNOWLEDGEMENTS

Position:	Family Violence Case Manager (Men)		
Name:			
Signature:		Date:	
CEO:	Maya Avdibegovic		
CEO's Signature:		Date:	
Probationary Review:	Six Months	Date:	