



Position Description

Position Title	Family Violence Case Manager
Department	Family Violence and Accommodation Services
Award	Social, Community, Home Care and Disability Services Industry Award 2010.
Organisational Relationships	Reports to: Relevant Team Leader through to Family Violence and Accommodation Services Manager Direct Reports: NIL

Background

Centre Against Violence (CAV) is managed by a community-based Board of Management and receives core funding through the Victorian Government Department of Families, Fairness and Housing. From time-to-time special project funding is sought from other sources.

CAV provides advocacy, crisis care, case management and refuge accommodation to victim survivors of family violence. information and support to adults, children and young people who have experienced sexual assault and their supporting family members and friends. We also offer services to children and young people under 18 years old who are identified as having harmful sexual behaviours.

CAV is committed to helping people of all gender identities, ethnicities, races, sexual orientations, religions, ages and physical abilities. We respect and celebrate the diversity within our communities and workplace and recognise that people may use different terms to describe their identity and experiences.

At CAV, our values are integral to how we behave, how we approach our work, and how we engage with our community and clients. Our values, and our approach to living them underpin all elements of our organisation. We are compassionate, prioritise always doing the right thing, recognise the positive difference we can make in our work, and always see and celebrate people for who they really are. Our values are not just what we do, but who we are.

BE COMPASSIONATE	DO THE RIGHT THING	MAKE A DIFFERENCE	SEE THE PERSON
I actively practice kindness and empathy to myself, my colleagues and my clients. I will acknowledge and act on what I need to be my best. I will ask for help when I need it. I am aware of my emotions and behaviour and how they may affect myself and others. I practice gratitude, compassion, celebration, and appreciation in my own and others work.	I choose to do the right thing, even when no one is watching. I take responsibility for representing our values. I choose courage over comfort and have honest, transparent conversations with others. I take responsibility for my decisions and actions.	I approach my work with a sense of positivity. I hold hope for a better future. I remain considered and focused on my approach to work. I will encourage and empower the people I work with to use their own voice. I am fully engaged and committed to our work. I will approach my professional development with curiosity, willingness, and flexibility. I acknowledge change is part of this role and will approach it with flexibility and positivity.	I see and treat all people as equals. I remember that everyone has a story that deserves to be heard. I will celebrate diversity without judgement. I will take genuine care and interest in the wellbeing of my colleagues.
			





Position Purpose

The main purpose of the position is to support victim survivors of family violence. It provides case management to victim survivors experiencing family violence to access a range of services so they can live free from violence and rebuild their lives. Case management support includes risk assessment, safety planning and the development and monitoring of case and exit planning to mitigate risk. It is trauma informed, recovery oriented and uses a range of theoretical interventions in an active holistic approach.

Key Responsibilities

- Provide case management to victim survivors and children affected by family violence with a focus on risk, safety, advocacy and empowerment, via a trauma informed lens.
- Be accountable for the coordination of care for victim survivors allocated to case load and ensure that their needs and progress are always readily available to colleagues via up-to-date client records.
- Participate in intake, risk assessment, and safety, case and exit planning.
- Develop, monitor, and regularly review case and safety plans to reflect changes in risk and safety.
- Provide information and appropriate referrals to victim survivors.
- Assess and source practical resources and supports required by victim survivors using brokerage such as Family Violence Flexible Support Packages.
- Be an active and positive contributor to an integrated family violence team ensuring that relationships are developed and maintained effectively with all relevant colleagues and services.
- Understand and respond respectfully to all victim survivors from diverse backgrounds using Intersectionality Frameworks.
- Maintain confidential and accurate files and records and prepare reports as per CAV policy and procedures.
- Maintain statistical records other data collection as required.
- Contribute to the quality management systems which includes knowing and using all policies, information sheets, work instructions, forms relevant to the position.
- Other duties as directed by Team Leader / Manager.

Skills, Knowledge and Experience

- Experience supporting at risk and vulnerable victim survivors with complex needs utilising a trauma informed approach.
- Knowledge of, and experience in the provision of case management.
- Experience in the development and facilitation of case plans and safety plans.
- An understanding of family violence and the family violence sector and reforms.
- An understanding of, and commitment to principles of empowerment and self-determination for victim survivors of sexual assault and family violence.
- Ability to work autonomously and as part of a team.
- A high level of resilience and the ability to self-reflect.
- Understanding of the MARAM framework.





Prerequisites

- A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related Behavioural Sciences at degree level or working towards. Qualifications must align with the Mandatory Minimum Qualification Requirements for Specialist Family Violence Workers (Recommendation 209).

Extent of Authority

- Required to make decisions based on knowledge and experience that ensure problems and issues related to the position are promptly remedied or are reported to appropriate persons.
- Provides specialist family violence advice.
- Guidance and advice are usually available.

Key Selection Criteria

1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related Behavioural Sciences at degree level or working towards. Qualifications must align with the Mandatory Minimum Qualification Requirements for Specialist Family Violence Workers (Recommendation 209).
2. Excellent verbal and written communication skills
3. Experience and excellence of practice in:
 - o Responding to victim survivors experiencing/affected by family/domestic violence.
 - o Crisis intervention
 - o Advocacy
4. Well-developed understanding of the broad range of issues surrounding family violence.
5. Understanding and commitment to working with victim survivors with diversity of culture and identity.
6. Well-developed case management theories/frameworks.
7. Excellent computer literacy skills in Microsoft Office and Data Collection Tools such as SHIP.
8. Commitment to the Vision and Values of Centre Against Violence.

Other Position Requirements

- Legal eligibility to work in Australia.
- Current driver's licence valid in Victoria
- A satisfactory national police record check and International police check if required.
- Current Working With Children Check (Victoria)

