
Job Title	Family and Domestic Violence Case Manager
Date	October 2026 (Commencement early 2027)
Location	Fitzroy Crossing
Employment Type	Full Time, 12-month contract (opportunity for extension)
Reports To	Clinical Lead / Case Management Lead

JOB DESCRIPTION

Purpose of Role

The FDV Case Manager provides culturally safe, trauma-responsive and healing-oriented case management support to women, children and families in the Fitzroy Valley who have been impacted by family and domestic violence.

Reporting to the Clinical / Case Management Lead, the role undertakes risk assessment, safety planning, advocacy, referral and coordinated case management in accordance with Marninwarntikura's Healing Framework and relevant practice standards. The FDV Case Manager works closely with the broader Strengthening Families team and partner services to provide timely, consistent and strengths-based support that centres safety, dignity, autonomy and choice.

This position is offered as a 12-month contract, with the possibility of extension subject to funding and organisational requirements.

Main Duties and Responsibilities

Client Work

- Work closely with women and children to understand their individual circumstances, identify their goals and develop case plans.
- Manage a case load of approximately 6 - 10 active clients, allowing for flexibility depending on identified levels of risk and need.
- Provide case management support, complete advocacy, support warm referral pathways and offer practical support that aligns with the self-identified needs of women and children.
- Provide choice, options, and support self-determination in all engagements with women and children.
- Ensure appropriate case noting and documentation is completed in a timely and professional manner.
- Work closely with other members of the Strengthening Families Team, other programs at Marninwarntikura Women's Resource Centre, and external agencies (where appropriate) to ensure women and children receive coordinated and culturally appropriate support.

- Support community education and outreach activities, as needed.

Specialist FDV Support

- Complete comprehensive FDV Risk Assessments, aligned with the WA CRARMF and prioritising culturally safe practice.
- Support women and children in the identification of FDV risk factors and development of culturally appropriate individualised safety plans.
- Work alongside women who have been identified to be at high risk of harm or lethality, supporting access to services and programs internally within Marninwarntikura Women's Resource Centre as well as externally to ensure safety from harm is prioritised and ongoing support with healing is facilitated.
- Participate in case consultations with informed consent.
- Recognise the impacts of FDV on children and ensure risk assessments and safety planning consider children's lived experience and rights while actively facilitating child participation in decisions that affect them.
- Advocate for client safety, rights, choice and access to services.
- Engage in trauma-informed practice, with the aim to be trauma-responsive to all individuals impacted by FDV accessing support from Marninwarntikura Women's Resource Centre.

Continuous Learning and Quality Improvements

- Demonstrate commitment to continuous learning specific to the Fitzroy Valley, and culturally responsive service delivery within an Aboriginal Community Controlled Organisation.
- Engage in two-way learning and be guided by the insights, knowledge, lived experience and practice wisdom of Aboriginal women.
- Support capability uplift across the Strengthening Families Team in specialist FDV case work.
- Participate in collaborative consultation and provide constructive feedback that positively contributes to team culture and improvements in service delivery that prioritise the experience of women and children.
- Participate in case conferences, supervision, team meetings and reflective practice.

Other Duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Essential

- Experience in family and domestic violence risk assessments and safety planning.
- Demonstrated experience in case work / case management roles.
- Understanding of trauma-informed, culturally responsive and healing-oriented practice and willingness to engage in continuous learning to advance practice skills.
- An understanding of child protection, mandatory reporting, privacy, confidentiality and information-sharing requirements.
- Strong communication, interpersonal and relationship-building skills.

- Demonstrated knowledge responding appropriately to crisis situations, engaging in case consultations and following escalation processes specific to risk and client work.

Desirable

- Experience managing complex and high-risk cases.
- Understanding of access and eligibility specific to the Leaving Violence Program.
- Experience working within Aboriginal community-controlled organisations.
- Knowledge of remote service delivery contexts.
- Relevant tertiary qualifications in social work, human services, counselling, community services or related discipline.

Other

- A full WA drivers' licence (or ability to obtain).
- Working with Children's Check (WA) or ability to obtain.
- Police check dated within 3 months.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

.....
Date

SIGNED BY MANAGEMENT

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Manager

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Date