

Position Description

Title	Family Violence Case Manager
Business unit	Children, Youth & Families
Location	51 Princes Highway, Dandenong, Victoria 3175 and other locations as required
Employment type	Maximum term contract (to 30 June 2024) Part time 30.4 hours per fortnight
Reports to	Team Leader, Family Violence Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Family Violence Case Management Program aims to address the impact and wellbeing for women and children experiencing family violence. The program is an 8-week intervention model based on risk and need. The program will imbed the Victorian Family Violence Risk Assessment and Risk Management Framework as specified in the Royal Commission into Family Violence Recommendations.

The Case Manager will be required to complete initial risk assessments using the Multi-Agency Risk Assessment and Management (MARAM) and ongoing assessments on children and families using the “Best Interests” framework.

The Case Manager may develop Family Action Plans and Safety Plans. In addition, their role may include active holding, short term case management, advocacy and support to client families and referrals to other services.

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They will also develop relationships with key agencies (including DFFH Child Protection). Through child centred, family focused service delivery; they will assist families to provide effective parenting and a stable environment to promote the safety, wellbeing and healthy development of the children.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Uniting Southern Leadership Team
- Team Leader, Family Violence Services
- Family Violence Services Colleagues
- Other Uniting staff

External

- Department of Families, Fairness and Housing (DFFH)
 - Family Safety Victoria
 - The Orange Door
 - Staff of agencies providing services relevant to the service delivery to families and the wider service network
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4. Key responsibility areas

Service delivery

- Respond to referrals received by the Family Violence Case Management Program and provide active holding support for referrals awaiting allocation
- Provide information and advice to referrers.
- Provide immediate response and support service to women and children experiencing family violence while awaiting allocation to a family violence case manager. information and advice to referrers
- Provide a comprehensive support service to women and children who have experienced and are escaping family violence
- Assist women to determine their options, identify relevant service pathways and advocate for required support for women and their children
- Respond to family violence and abuse as criminal acts against women and children: mandatory reporting of Child Abuse to relevant authorities (Child Protection, police)
- Undertake risk and needs assessments of children and families
- Provide intensive short term case management and casework of families where complex issues are likely to be present
- Demonstrate assertive outreach to hard-to-reach families
- Develop collaborative relationships with other agencies providing client services
- Liaise with schools and network service providers
- Broker services appropriate to the family's needs
- Advocate for families to needed services
- Other projects and duties, as required

Quality and risk

- Prepare reports, service documents and maintain accurate and up-to-date case notes
- Participate in regular supervision with supervisor
- Set priorities and manage time appropriately

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- Comply with relevant Occupational Health and Safety standards
- Raise and report any concerns about Child Safety immediately

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- The minimum qualification for this role is a Bachelor of Social Work or equivalent qualification
- OR have a minimum of 5 years relevant professional experience or have a related qualification relevant to child and family welfare as per the mandatory minimum qualifications for family violence practitioners
- OR hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways as per the mandatory minimum qualifications for family violence practitioners
- Current Victorian Driver's Licence

Experience

- Demonstrated ability as a practitioner in the family violence and child, youth and family welfare field
- Demonstrated ability to work flexibly to meet the current needs of families, young people and children
- Proven ability to work collaboratively with families to meet and achieve goals that facilitate safe and nurturing environments for children and young people including developing action plans
- Commitment to the family-centered approach and the family strengthening and empowerment models of practice especially in the context of family violence

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Child Safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

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- **Knowledge:** an understanding of the Multi Agency Risk Assessment and Management (MARAM), Family Violence Act 2008 and Child, Youth and Family Act (2005); and demonstrated knowledge of practices to engage and ensure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTIQ+ community
- **Communication skills:** well-developed written and verbal communication skills, including the ability to prepare for and conduct case plan meetings and implement agreed actions, an open, honest, articulate and flexible approach to communication – written and verbal; and the ability to actively listen
- **Organisational skills:** demonstrated organisational and time management skills
- **Computer skills:** computer literacy
- **Interpersonal focus:** strong interest in people and respect for others, the ability to suspend judgement; proven ability to engage families and to provide outreach services, sometimes in a difficult or stressful context
- **Cooperative:** demonstrates team behaviours striving for co-operative and professional relationships
- **Conscientious:** responsible, dependable, organised and persistent
- **Open to experience:** high level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development
- **Professionalism:** professional, confident, focused and clear about purpose and able to set appropriate personal boundaries

Other requirements

- Legal eligibility to work in Australia
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
