



## POSITION DESCRIPTION

<b>Position</b>	Family Violence Case Manager	<b>Position Number</b>	
<b>Reports to</b>	Family Violence Team Leader	<b>Direct Reports</b>	(role names)
<b>Status</b>	Ongoing	<b>Time Fraction</b>	Full Time
<b>Award</b>	SCHADS Level 4	<b>Location</b>	Morwell

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## POSITION SUMMARY

This role is responsible will provide holistic case management to Aboriginal women and their children who are experiencing or escaping family violence in the Gippsland area. The Worker will build positive relationships and networks with relevant Aboriginal and non-Aboriginal organisations and services to ensure that appropriate referrals and supports are put in place.

The Worker will carry an allocated caseload of clients providing short and medium-term outreach and case management support.

## KEY RELATIONSHIPS

*Internal:* Early Intervention; Youth Homeless; Out of home Care; Women's Diversion

*External:* Aboriginal services; DHHS; Police; Legal; Other services as needed; Orange Door; Medical; Mental Health; AOD services.

## KEY SELECTION CRITERIA

### ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities



- Demonstrated experience and ability to work with Aboriginal organisations and communities and a proven ability to effectively communicate with Aboriginal people.
- Demonstrated ability to undertake case management tasks, such as assessment, referral, case planning, case review and exit planning that meet the audience needs.
- Demonstrated ability to apply a flexible, non-judgmental and empowering approach to service delivery.
- Demonstrated knowledge of local family violence programs, accommodation, legal, health and community services within the region or the ability to acquire that knowledge.
- Demonstrated ability to work independently and as a collaborative team member in a challenging environment.
- Demonstrates effective and culturally appropriate interpersonal skills e.g., active listening, empathy in all verbal and non-verbal communications.
- Demonstrated ability to prepare accurate documents and reports e.g., case notes, incident reports, court reports, work reports that meet audience needs
- Sound knowledge of the Family Violence Protection Act 2008, Information Sharing and Multi Agency Risk Assessment Framework (MARAM).

## REQUIREMENTS

- A Bachelor's degree in social work (or equivalent) or willingness to work toward the qualification in line with the mandatory minimum qualifications policy
- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working With Children Check card and a clear National Police Check
- Current COVID-19 vaccination (including booster dose, as applicable)

## POSITION ACCOUNTABILITIES

## KEY RESPONSIBILITIES

- Provide regular and ongoing face to face contact with women and children at locations where they are most comfortable and safe.
- Provide guidance, support, education and counselling for families regarding issues such as child development, behaviour management, routines, parenting and financial and household management.
- Coordinate the casework plan from initial contact, assessment, case planning and review and exit planning.
- Undertake a comprehensive risk assessment as part of the initial assessment and then periodically as required.
- Develop and review a comprehensive safety plan with women and their children.
- Monitor, analyse and review Child and Family Care Plans; assess the effectiveness of services provided to clients and provide well developed recommendations on intervention strategies.
- Ensure the guidelines of the program are maintained including meeting OH&S expectations.
- Advocate for women and children to promote access to required services.
- Commit to undertake any/all training as identified by supervisor.



- An understanding of or ability to understand the relevant legislative frameworks, in particular with the Children, Youth and Families Act 2005 and Family Violence Protection Act 2008.

## ADMINISTRATIVE

- Accurate record keeping, including case notes, completed forms and reports as required according to program guidelines and agency registration obligations.
- Case management and maintenance of client files in line with legislative and policy requirements.
- Maintain accurate statistical data using organisations current data systems as required by VACCA and Department of Human Services.
- Participate in training sessions, team meetings, Case Plan Meetings and other meetings as directed.
- Participate regularly in supervision and engage in robust discussion relating to case practice and program development.

## RELATIONSHIP MANAGEMENT

- Establish effective working relationship with partner agencies providing services and support for women and children who have experienced family violence.
- Participate as required in local, regional and other network meetings encompassing issues and current initiatives addressing family violence.
- In conjunction with other team members undertake program promotion, presentations, community education and training activities.

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.



## ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Comprehensive (Tier 1) level which requires mandated MARAM Family Violence Comprehensive training and responsibilities.