

Position Description



Title:	Family Violence Case Manager
Business unit:	Family Violence Services, Southern Melbourne
Location:	51 Princes Highway, Dandenong
Employment type:	Full time Ongoing
Reports to:	Team Leader, Family Violence Services

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're 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're 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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Program information

Family Violence Case Management Program aims to address the impact and well-being 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.

Position purpose

The Case Manager will be required to complete initial risk assessments using the Common Risk Assessment Framework (CRAF) 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 short term case management, advocacy and support to client families and referrals to other services.

They will also develop relationships with key agencies (including DHHS Child Protection). Through child centered, 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.

Scope

Budget: nil

People: nil

Position Description

Family Violence Case Manager



Relationships

- Internal:**
- Team Leader, Family Violence Services
 - Family Services staff
 - Other Uniting staff
- External:**
- Department of Health and Human Services
 - Staff of agencies providing services relevant to the service delivery to families and the wider service network

Key responsibility areas

Service delivery

- Respond to referrals received by the Family Violence Case Management Program and provide holding support for referrals awaiting allocation
- Provide 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
- 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.

Position Description

Family Violence Case Manager



Person specification

Qualifications

- A degree in Social Work, Psychology or related tertiary qualification relevant to child and family welfare
- A driver's licence valid in Victoria

Experience and competencies

- Demonstrated ability as a practitioner in the family violence and child, youth and family welfare field
- A commitment to the family-centered approach and the family strengthening and empowerment models of practice especially in the context of family violence
- An understanding of Common Risk Assessment Framework (CRAF) and the "Best Interests" framework, the Family Violence Act 2008 and Child, Youth and Family Act (2005) is desirable
- Proven ability to engage families and to provide outreach services, sometimes in a difficult or stressful context
- 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
- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
- Well-developed written and verbal communication skills, including the ability to prepare for and conduct case plan meetings and implement agreed actions
- Demonstrated organisational and time management skills
- Computer literacy

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Personal attributes:
 - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.
 - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
 - 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

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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) 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.

Approved by: Group Manager	Page 3 of 3	Division: South and East Victoria
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