

Position description

Title	Specialist Family Violence Case Manager
Reports to	Team Leader, Family Violence
Classification & Salary	SCHCADS Level 5 (plus super and salary packaging)
Employment Status	Full Time, Ongoing
Primary Location	Bayside Peninsula
Date	August 2022

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Specialist Family Violence Case Manager supports women and young people who have experienced family violence and entered refuge, crisis accommodation, Transitional Housing Models (THM's) and Good Shepherd properties. The Case manager delivers high quality client-centered short term intensive case management, as part of an integrated team response, working closely with the therapeutic practitioners and support workers to address identified goals.

This role implements Multi-Agency Risk Assessment and Management Framework (MARAM) and undertakes a comprehensive risk and needs assessment of women and children through trauma informed, systems and developmental frameworks. The Case Manager develops agreed case plans with women and young people with multiple and complex needs, bringing about outcomes promoting safety, stability and recovery from family violence through a coordinated care team approach.

Key Responsibilities

Duties Include but are not limited to:

- Facilitate a multi-disciplinary team approach, providing a collaborative and holistic response for women and young people impacted by family violence, working toward identified goals
 - Undertake comprehensive risk assessment, needs assessment, safety planning and case planning with women and young people
 - Coordinate referrals for support and liaise with specialist services as required
 - Ensure the MARAM framework and the FVISS/CISS information sharing scheme are embedded practice
 - Demonstrate a commitment to the Child Safe Standards
 - Understand the impact of family violence on families, facilitating strengths-based positive parenting strategies and applying protective behaviour techniques, reducing the vulnerability of young people
 - Provision of high-quality case support work for complex needs, including the co-ordination of community and specialist supports, exit planning and case closure
 - Assist clients with transitioning into alternative suitable long - term accommodation
 - Facilitate financial independence and access brokerage/apply for FSP as required
 - Work in partnership with families to develop and regularly review individual case and safety plans, ensuring clients are actively engaged in all decision making and planning
 - Participate in meetings as required, including team meetings and care team meetings
 - Provide secondary consultation and advocacy on the client's behalf to link in with other relevant supports
 - Assist in maintaining security on site at the core and cluster/refuge and respond to issues appropriately as and when required
 - Participate in OHS and compliance activities
 - Report property maintenance issues for the core and cluster/refuge
 - Prepare reports and other written documentation such as minutes, housing and funding applications, correspondence etc to meet professional standards
 - Perform other duties as required
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Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centered approach to service delivery at all times Service Delivery and Operations

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required
- Flexibility to work outside of business hours

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
 - Maintain agreed quality standards
 - Maintain OH&S standards at all times
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Qualifications, Experience and Mandatory Requirements

- Tertiary qualification in Social Work, Psychology, or relevant related discipline
- Experience providing case management in a complex and dynamic environment, supporting families through crisis and recovery
- Solid administrative and organisational skills, with accurate record keeping and strong attention to detail
- Excellent interpersonal and communication skills and the ability to relate respectfully to all stakeholders via a range of mediums
- Competent computer skills, familiarity with MS Office programs and SHIP data system
- Ability to take direction and apply sound judgment
- Demonstrated ability to work autonomously, as a committed member of an effective and productive team, in an environment of reform
- Capacity to multi-task and manage the prioritisation of urgent tasks
- Adherence to the Privacy Act and related legislation in regard to sensitive client information
- A current Victorian Driver's Licence
- Willingness to undergo a National Police Check, (International Police Check if resided overseas for 12 months or longer in last 10 years) and obtain a Victorian Employee Working with Children Check prior to commencing
- Evidence of Covid-19 vaccination, or medical exemption
- You may be required to obtain particular vaccines or immunisations in order to perform the Inherit requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

Family Violence Minimum Mandatory Qualifications under Recommendation 209

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>:

All candidates wishing to apply for this role must be able to demonstrate that they:

1. Are considered EXEMPT under the policy
OR
2. Hold a Bachelor of Social Work or other equivalent qualification
OR
3. Have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.
OR
4. Hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact recruitment@goodshep.org.au to discuss this further.

Key Selection Criteria

1. Demonstrated capacity to provide case management in a family violence setting, including knowledge of the Multiple Agency Risk Assessment and Management (MARAM) framework and the ability to undertake comprehensive risk and needs assessments and respond appropriately
2. Demonstrated knowledge of the impacts of family violence for women, young people and families and the capacity to apply appropriate theoretical frameworks to practice
3. Demonstrated understanding of intersectionality and experience working with women and young people presenting with complex and diverse needs
4. Demonstrated commitment to professional development including knowledge of the Royal Commission into Family Violence Recommendations and the broader impact of the current reforms on the family violence sector

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- Evidence of Covid-19 vaccination, or medical exemption

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.