

POSITION DESCRIPTION

Position:	Family Violence Case Manager
Reports To:	Team Leader Client Services
Direct Reports:	Nil
Status:	Permanent, Full time / Part time
Location:	Richmond / Dandenong
Pay rates:	SCHADS Level 4 + 9.5% Superannuation + Salary packaging

ORGANISATION BACKGROUND

InTouch, the Multicultural Centre against Family Violence, is a statewide service, which provides services, programs and responses to issues of family violence in CALD communities. By acknowledging the rights and diverse experiences of our clients, we develop and implement a number of culturally sensitive and holistic models for the provision of services to both victims and perpetrators of family violence. In tackling the issues of family violence we act on multiple levels – individual, relationship and community. Our organisation strives to create a world where all women and children will be safe and free from violence.

Philosophy

InTouch recognizes that migrant women whose origins are from countries where English is not the first language encounter social isolation and structural inequities. The experience of domestic violence compounds the situation of marginalization. It limits their access to culturally relevant and appropriate services.

Vision

InTouch's vision is for all women, children and families to live free from violence.

Purpose

InTouch gives voice and provides culturally sensitive services, statewide, to meet the needs of women and children from culturally and linguistically diverse backgrounds affected by domestic violence.

Values

- Human rights and gender equality
- Safety, wellbeing and empowerment
- Respect for Individual differences and values
- Confidentiality, trust and the right to privacy
- Professionalism and collaboration

inTouch provides a range of support services to women and their children who have experienced family violence. This service aims to assist women and their children to remain safely within their community and maintain a life free of violence whilst also addressing the emotional and practical needs and issues arising from the violence.

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POSITION SUMMARY

The Family Violence case worker position will undertake assessment, monitoring, planning, advocacy and linking of women who are experiencing family violence with support services to assist their case.

Due to geographically dispersed locations of our client, the case worker will need to travel to other areas to personally support clients at court and outposts as directed.

KEY RELATIONSHIPS

Internal	Executive Manager Client Services (EMCS) Team leaders Other case workers/ managers Legal Centre staff The incumbent is expected to maintain respectful and effective working relationships with all inTouch staff
External	Service providers and users, Community legal Centers Refugee centers Victoria police

POSITION ACCOUNTABILITIES

- Provide support to women and their children for a period of approximately 13 weeks ensuring that relevant needs are identified, and understood and implemented through appropriate referral and planning processes;
- Assist women to make informed choices for themselves and their children and to access appropriate and relevant services to help them achieve their stated goals;
- Continuously assess and monitor the safety of women and their children throughout the referral period with inTouch;
- Provide a range of support services and intervention, both individual and group based, to women and their children who have experienced family violence;
- Deliver specialist advice / knowledge to external service providers in relation to the CALD and family violence sector;
- Able to articulate and demonstrate engagement with clients with complex needs;
- Effectively work with relevant service providers to support an integrated approach to referral pathways, protocols and joint initiatives in the family violence sector;
- Deliver education on the topics of CALD and family violence to community groups;
- Collate and enters data into inTouch software(SHIP) to support clear and concise reporting;
- Proactively coordinate engagement with clients at outreach venues to streamline client and work expectations;
- Provide confidential, professional, timely and relevant services to women.

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PEOPLE MANAGEMENT

- Ensure a safe work environment and compliance with inTouch policies and legislation;
- Effectively lead the professional staff in all aspects of people management including providing guidance, support and development;

EXTENT OF AUTHORITY

The incumbent must gain permission from team leader/ EMCS prior to any purchasing or corresponding on inTouch's behalf.

KEY SELECTION CRITERIA

Essential

1. Tertiary qualifications in Social Work, Community Development or related discipline;
2. At least two years' experience in the family violence sector;
3. A demonstrated understanding of the issues involved in working with women from a multicultural background, including intersectional factors impacting women and children affected by family violence;
4. A demonstrated contemporary knowledge of crisis intervention and feminist practice frameworks, and how this is utilised to understand and respond to the gendered nature of violence against women;
5. Sound knowledge of legislation and policies relevant to working with victim survivors of family violence;
6. Well-developed communication skills, conflict resolution and team work;
7. Experience in working with interpreters including telephone interpreters;
8. Fluent in a language other than English.

Desirable

9. Ability to work calmly and consistently under pressure with the ability to manage competing priorities;
10. Well-developed stake holder skills with a range of professionals.

Personal Attributes

11. Genuine commitment to social justice and to assisting migrant and refugee women and children;
12. High ethical standards and values, ability to act with integrity and confidentiality.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours;
- Must hold a current Victorian car license
- Must be physically capable to carry out administrative duties, involving extended periods of computer use;

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HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies;
- Contribute positively and proactively to team and organisation wide OH&S activities;
- inTouch has a smoke-free workplace policy.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order 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 related to the communications portfolio;
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience;
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments;
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy ;
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply;
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications;
- Signing a Confidentially Agreement is a personnel requirement of inTouch;
- The successful applicant will initially be engaged for a probationary period of three months. During this period, either party can terminate employment with one week’s notice;
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition;

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PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

APPLICATION PROCESS

inTouch has a pending renewal of an Equal Opportunity Exemption (A123/2012) and requests applications from women only.

To apply, send a short covering letter explaining why you are interested in this position and attach you CV and a brief (2 pages max.) document addressing the key selection criteria. . Applicants who do not address KSC will not be considered.

Email your application to recruitment@intouch.org.au

Applications close on **COB Friday 1st March, 2019**

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