

**POSITION DESCRIPTION**

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

**ORGANISATION BACKGROUND**

**inTouch Multicultural Centre Against Family Violence** provides services, programs and responses to issues of family violence in refugee and multicultural 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.

**Vision**

inTouch's vision is for culturally diverse families to live free from violence.

**Purpose**

inTouch's purpose is simple and clear – we are committed to changing lives, changing communities for the better.

**POSITION SUMMARY**

The Family Violence case worker position will undertake assessment, monitoring, planning, case management, advocacy and linking of women who are experiencing family violence with support services to assist their case. The case worker will be required to work closely with staff from other agencies to ensure the clients' needs can be addressed in an integrated manner.

Due to geographically dispersed locations of our clients, 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
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External Clients  
Service providers,  
Community legal Centers  
Government Agencies, including Child Protection and Police  
Refugee centers

## POSITION ACCOUNTABILITIES

- Continuously assess and monitor the safety of women and their children throughout the referral period with inTouch;
- 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;
- 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;
- 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 enter data into inTouch software (SHIP) to support clear and concise reporting;
- Proactively coordinate engagement with clients at outreach venues to provide efficient and effective support
- Provide confidential, professional, timely and relevant services to women.

## EXTENT OF AUTHORITY

The incumbent must gain permission from team leader/ Executive Manager Client Services prior to any purchasing or making public comment 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, 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 written and verbal communication skills
7. Demonstrated ability to work well within a team;
8. Experience in working with interpreters including telephone interpreters;
9. Fluent in a language other than English.

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**Desirable**

- 10. Ability to work calmly and consistently under pressure with the ability to manage competing priorities;
- 11. Awareness of the key stakeholders and agencies within the family violence sector

**Personal Attributes**

- 12. Genuine commitment to social justice and to assisting migrant and refugee women and children;
- 13. 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, including extended periods of computer use

**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 day to day work in order to meet the organisation’s audit, contract and registration obligations;
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes;
- 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;

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- Signing a Confidentially Agreement is a personnel requirement of inTouch;
- The successful applicant will initially be engaged for a probationary period of three months;
- 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;

## 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 an Equal Opportunity Exemption (H143/2018) 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](mailto:recruitment@intouch.org.au)

Applications close on **COB Friday 13<sup>th</sup> September, 2019**

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