

## POSITION DESCRIPTION

Position:	Family Violence Case Manager
Reports To:	Team Leader, Client Services
Direct Reports:	Nil
Status:	Full time / Part-time
Location:	Richmond / Dandenong / Outposts
Pay rates:	SCHADS Level 4 / 5+ 9.5% superannuation + salary packaging

## ABOUT THE ORGANISATION

**inTouch Multicultural Centre Against Family Violence** (inTouch) is a critical piece in Victoria's family violence response system, addressing the specific needs of refugee and migrant communities experiencing family violence. inTouch offers services and programs across the family violence continuum, from prevention and early intervention, to supporting women in crisis, post crisis support and recovery. We help build the capacity of specialist family violence providers and mainstream services to better deliver support to these communities, and provide leadership nationally through our research and evidence-based advocacy work.

### Our vision

For culturally diverse families to live free from violence.

### Our purpose

We are committed to changing lives and communities.

## POSITION SUMMARY

The family violence case manager will provide support to women from migrant and refugee backgrounds experiencing family violence. This involves carrying out assessment, monitoring, planning, case management, advocacy and linking them to other support services. The case manager will be required to work closely with staff from other agencies to ensure the clients' needs are met and a comprehensive range of services are available.

The case manager will need to travel to other areas in metropolitan Melbourne to support clients at court and outposts as directed.

## KEY RELATIONSHIPS

Internal	Executive Manager, Client Services Other case workers/ managers In-house community legal centre staff The incumbent is expected to maintain respectful and effective working relationships with all inTouch staff	Team Leaders
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External

Clients  
Service providers  
Community legal centres  
Government agencies, including Child Protection and Police  
Refugee centres

## POSITION ACCOUNTABILITIES

- Continuously assess and monitor the safety of women and their children throughout the support 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 goals.
- Provide a range of support services and interventions, both individual and group-based, to women and their children who have experienced family violence.
- Deliver and share specialist advice / knowledge to external service providers working in the family violence sector, specifically about working with migrant and refugee communities.
- Articulate and demonstrate engagement with clients with complex needs.
- Effectively work with relevant service providers to support a collaborative approach to referral pathways, protocols and joint initiatives in the family violence sector.
- Provide information to community groups on refugee and migrant communities experiencing family violence.
- Collate and enter data into inTouch software (SHIP) to support clear and concise reporting.
- Proactively coordinate engagement with clients at outreach venues in order to provide efficient and effective support.
- Provide confidential, professional, timely and relevant services to women.

## EXTENT OF AUTHORITY

The incumbent must gain permission from their Team Leader or Executive Manager of Client Services prior to purchasing any items 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 migrant and refugee backgrounds, including the impact of the intersection of family violence, culture, temporary migration, family law and the legal system, on women and children.
4. A demonstrated knowledge of modern crisis intervention 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 key stakeholders and other 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**

The incumbent:

- will on occasion and in consultation, be expected to carry out 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**

The incumbent will:

- ensure they are compliant with the OH&S Act and relevant inTouch policies
- contribute positively and proactively to team and whole of organisation OH&S activities. Note inTouch has a smoke-free workplace policy.

**QUALITY & CONTINUOUS IMPROVEMENT**

The incumbent will:

be compliant with legislation, contract and policy requirements in their 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 and improvement of a culturally strong and positive working environment.

**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 weeks annual leave per annum, pro rata for part-time appointments.

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- 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 two reference checks, a national criminal records check, working with children check, proof of identify and qualifications.
- Signing a confidentiality agreement is a personnel requirement of InTouch.
- The incumbent will initially be engaged for a probationary period of three months.
- The incumbent 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, the incumbent will not be paid compensation for that condition.

## PRIVACY NOTIFICATION

The collection and handling of personal information from applicants and the successful appointee 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. Attach your CV and a brief document (two pages max) addressing the key selection criteria. Applicants who do not address the key selection criteria will not be considered.

For further information call 03 9413 6500 and speak to a Team Leader or email us at [recruitment@intouch.org.au](mailto:recruitment@intouch.org.au)

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