

POSITION DESCRIPTION

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| Position: | Family Violence Case Manager |
| Reports To: | Team Leader Client Services |
| Direct Reports: | Nil |
| Status: | Full time , Fixed Term |
| Location: | East Melbourne / Dandenong / Outposts |
| Pay rates: | SCHADS Level 4 / 5 (depending on experience) + 10 % 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 Manager must be have the skills and technical expertise to work with a degree of autonomy, exercising initiative and judgement to support and manage the clients experiencing family violence through the life cycle of the client’s engagement with inTouch

inTouch case mangers work in an “inLanguage, inCulture” model to provide culturally tailored responses to victim survivors from migrant and refugee backgrounds.

The Case Manager will assess, monitor, plan and manage the cases as well as advocate for and link women who are experiencing family violence to appropriate services.

The case Manager will work closely with staff from other agencies to ensure the clients’ needs can be addressed in an integrated and coordinated manner.

Due to geographically dispersed locations of our clients, the case worker is required to travel to other areas to personally support clients at court, outposts etc. as required.

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KEY RELATIONSHIPS

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| Internal | <p>Executive Manager Client Services (EMCS) Team leaders Other case workers/ managers Legal Centre staff All other teams at inTouch</p> <p>The incumbent is expected to maintain respectful and effective working relationships with all inTouch staff</p> |
| External | <p>Clients Service providers Community legal Centers Multicultural Agencies Government Agencies, including but not limited to Centrelink, Child Protection, Police and Housing Services</p> |

POSITION ACCOUNTABILITIES

Working under the general direction of inTouch team leaders, MARAM framework and inTouch policies and procedures, the Case Manager will undertake a range of functions requiring the application of high level knowledge and skills, initiative and judgement, including:

Client Work:

- Provide confidential, professional and timely responses, support and interventions to victim survivors of family violence, including children who should be recognized as victims in their own right, to achieve their stated goals. These services include intake, court support, outreach, post crisis intervention.
- Undertake family violence risk assessments utilising a structured professional judgement model
- Assess and monitor the safety of victim survivors through a variety of settings, including intake, outreach and courts.
- Provide education to victim survivors about family violence, including what family violence is, safety planning, the service system, recovery and available supports
- Ensure victim survivors are aware of their rights and obligations including but not limited to their legal rights under Victorian FV Information Sharing Legislation, Child Information Sharing Legislation and Privacy and Data Protection ACT 2014 Australian Migration ACT 1958

Advocacy and external engagement

- Deliver expert advice / information to community groups and external service providers such as courts, child protection and other specialist family violence services on the experience of refugee and migrant victim survivors and the broader family violence sector.
- Engage and advocate on behalf of refugee and migrant victim survivors to access services and to address the systemic barriers that they experience due to racism, discrimination, disadvantage and oppression.

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Process and system changes

- Actively engage internally with continuous quality improvement of inTouch service delivery by:
 - Providing support, mentoring and training to new staff
 - Supervision & support of students and volunteers
 - Review and development of policies and procedures
 - Actively contribute to the identification, developing and implementation of new and improved services and programs
 - Working collaboratively across inTouch Teams
- Effectively work with relevant external services and government to support an integrated approach, including
 - developing referral pathways and protocols
 - actively promoting co-case management
 - actively engaging with joint initiatives in the family violence sector;
- Set priorities and manage workflows to ensure effective engagement with clients and external service providers as well as internal requirements including documentation, data collection and reporting

Other

- Engage in on-going professional development as/and when required and appropriate
- Any other matters that may be directed from time to time

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
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. Demonstrated understanding of legislation and policies relevant to working with victim survivors of family violence.
6. Well-developed written and verbal skills
7. Demonstrated ability to work flexibly and to engage constructively in a team environment.
8. Ability to work calmly and consistently under pressure with the ability to manage competing priorities;
9. Experience in working with interpreters both onsite and telephone interpreters.
10. Highly proficient in spoken skills in a language other than English.

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Desirable

11. Awareness of the key stakeholders and agencies within the family violence sector.
12. Ability to read / write in a language other than English.

Personal Attributes

13. Genuine commitment to social justice and to assisting migrant and refugee women and children.
14. 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 conduct 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 identity 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

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