

POSITION DESCRIPTION

Position:	Family Violence Case Manager – (Afghan Cohort)
Reports To:	MFC Program Coordinator
Direct Reports:	None
Status:	Fixed term, Part time
Location:	East Melbourne / Dandenong / Outpost
Pay Rate:	SCHADS Level 4 or 5 (depending on qualifications & experience) + Superannuation + Salary packaging

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 for better

PROGRAM OVERVIEW

The Motivation for Change in-language, in-culture tailored intervention program aims to support men who use violence from migrant and refugee backgrounds. This program is a bespoke, dedicated trauma-informed and culturally accessible response to holistically engage men who otherwise may come to the attention of police, courts and other service providers. The program supports men who, for several reasons, are unable to access services to assist them in stopping their use of violence.

The program combines weekly group sessions for men, facilitated by trained experienced workers, complimented by weekly case management sessions.

The program aims to prepare participants for smooth access to family violence and other supporting services where appropriate. It will reduce levels of mistrust and fear of mainstream services and normalize the experience of seeking support and, ultimately, living lives free from violence.

POSITION OVERVIEW

Position Description: Motivation for Change Case Worker	Effective Date	February 2019	Version: 2.0
Authorised by: Chief Executive Officer	Review Date	February 2022	Page 1 of 5

Motivation for Change Case Workers support male clients by providing trauma-informed practice to provide participants with opportunities to focus on and emphasise physical, psychological and emotional safety for all concerned. Case workers also work closely with group facilitators and partner contact workers to monitor and respond to safety concerns.

The Motivation for Change Case Manager position will undertake assessment, monitoring, planning, case management, advocacy and linking of program participants with support services. The Motivation for Change Case worker is required to work closely with staff from other agencies to ensure the clients’ needs can be addressed in an integrated manner.

Motivation for change staff will also be involved in community and sector engagement including community education and project based work aimed as increasing awareness of family violence, appropriate responses and strategies to promote safety of women and children.

This role requires someone with a mature attitude, ability to take control and work autonomously within a team environment. Sound planning and organisational skills are essential, along with the ability to work on multiple tasks with competing demands, prioritise and make decisions. A confident, ethical and professional approach is required for the position.

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

RELATIONSHIPS

Internal	Motivation for Change Co-ordinator Executive Manager, Client Services. inTouch Leadership Group Motivation for Change Team Other case managers Legal Centre staff The incumbent is expected to maintain respectful and effective working relationships with all inTouch staff
External	Family Safety Victoria Various Government departments and agencies including Child Protection, Victoria Police Local service providers including AOD, mental health services and Men’s behaviour change program providers, Magistrates Court Local community organisations

POSITION ACCOUNTABILITIES

The position will provide active case management support to men who use violence against family members. The role will include:

- Support the implementation and ongoing development of the Motivation for Change Program through sector and community education, program delivery and establishment of/engagement in relevant networks

Position Description: Motivation for Change Case Worker	Effective Date	February 2019	Version: 2.0
Authorised by: Chief Executive Officer	Review Date	February 2022	Page 2 of 5

- Effectively work with relevant service providers and community groups to support an integrated approach to referral pathways, protocols and joint initiatives
- Participate proactively in team project initiatives. This may include leading specific projects or project elements
- Provide case management for men referred to the MFC program, including:
 - Comprehensive risk assessment
 - Case management, supporting the principles of the MFC program
 - Communication with Family Safety workers where partners are engaged
 - Monitoring ongoing risk and safety for the client and family group
- Assist men to make informed choices for themselves and support access to appropriate and relevant services to help them achieve their stated goals
- 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
- Collate and enter data into inTouch software (IRIS) to support clear and concise reporting
- Proactively coordinate engagement with clients at outreach venues to provide efficient and effective support
- Undertake prescribed training and ongoing professional development
- Embrace diversity, respecting and celebrating differences across our organisation and the wider community and respond to changing environments to better our communities
- Contribute to the work of inTouch more broadly through provision of specialist advice/consultation to relevant projects/reforms
- Support other team members in periods of high demand, during periods of absence and participate in project groups and attend events
- Other duties as directed.

KEY SELECTION CRITERIA

Essential:

- Degree in relevant qualification in community development, social work, welfare, or related discipline;
- Demonstrated understanding of the gendered analysis of family violence;
- Demonstrated specialist case management experience in providing trauma informed responses to people using or experiencing violence;
- Experience in working with men who use violence towards family members within feminist and safety-first contexts will be highly regarded;
- Well-developed written and verbal capability to engage with a range of professionals face to face on over the phone;
- A sophisticated understanding of south Asian cultures;
- Advanced skills in MS office software;
- Proficiency in oral and written English skills;
- Current Victorian driver's license.

Desirable

- Graduate Certificate in Men's Behavioural Change: Client assessment and Case Management
- Graduate Certificate in Family Violence
- Demonstrated understanding and awareness of structural and social inequities which discriminate against people from culturally and linguistically diverse backgrounds (CALD), and in particular those with refugee and/or asylum-seeker backgrounds;

Position Description: Motivation for Change Case Worker	Effective Date	February 2019	Version: 2.0
Authorised by: Chief Executive Officer	Review Date	February 2022	Page 3 of 5

- Proficiency in a second language such as Dari, Pashto or Hazaragi

PERSONABLE ATTRIBUTES

- Genuine commitment to social justice and to assisting migrant and refugee men, women and children;
- High ethical standards and values, ability to act with integrity and confidentiality;
- Authentic leadership style, able to model desired behaviours and create an effective team environment that balances individual and organisational needs;
- Ability to sensitively manage stakeholder relationships;
- A level of maturity and professional accomplishment and track record appropriate to the representational aspects of the role;
- Resilience in leading a team through change and growth processes.

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.

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;

Position Description: Motivation for Change Case Worker	Effective Date	February 2019	Version: 2.0
Authorised by: Chief Executive Officer	Review Date	February 2022	Page 4 of 5

- 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;
- 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.
- The successful candidate is required to comply with the inTouch policy for all staff have full COVID vaccinations, including boosters, unless they have a medical exemption.

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

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

Position Description: Motivation for Change Case Worker	Effective Date	February 2019	Version: 2.0
Authorised by: Chief Executive Officer	Review Date	February 2022	Page 5 of 5