

POSITION DESCRIPTION

Position:	Family Violence Case Manager
Reports To:	Coordinator, Client Services
Direct Reports:	Nil
Status:	Full time, Ongoing
Location:	East Melbourne / Dandenong / Outposts
Pay rates:	SCHADS Level 4 / 5 (depending on experience) + 10.5 % Superannuation + Salary packaging

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 20,000 women and children experiencing family violence throughout our 38 years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities • Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

POSITION SUMMARY

The Family Violence Case Manager must 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 managers work in an “inLanguage, inCulture” model to provide culturally tailored responses to victim survivors from migrant and refugee backgrounds.

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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.

KEY RELATIONSHIPS

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.

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- 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.

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

- Tertiary qualifications in Social Work, Community Development or related discipline.
- Experience in the family violence sector
- 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.
- 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.
- Demonstrated understanding of legislation and policies relevant to working with victim survivors of family violence.
- Well-developed written and verbal skills
- Demonstrated ability to work flexibly and to engage constructively in a team environment.
- Ability to work calmly and consistently under pressure with the ability to manage competing priorities;
- Experience in working with interpreters both onsite and telephone interpreters.
- Highly proficient in spoken skills in a language other than English.

Desirable

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

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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 conducted work outside normal business hours
- Must be physically capable to carry out administrative duties, including extended periods of computer use
- Participate proactively in organisational initiatives.
- Support other team members in periods of high demand and during periods of absence.
- Must hold a current Victorian car license

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 reference checks, a national criminal records check, working with children check, international police check (if applicable), proof of identify, working rights in Australia and any specified qualifications
- Signing a Confidentially Agreement is a personnel requirement of inTouch
- The successful applicant will initially be engaged for a probationary period of six months. During this period, either party can terminate employment with one weeks’ notice.

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- 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 to 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

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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