

POSITION DESCRIPTION

Position:	Family Violence Practitioner - Case Manager
Reports To:	Coordinator, Direct Services
Direct Reports:	0
Status:	Ongoing, full time
Location:	Melbourne
Pay Rate Packaging	SCHADS Level 4 of 5 depending on experience + Superannuation + Salary

ORGANISATION BACKGROUND

inTouch provides integrated and culturally responsive services to women from migrant and refugee communities experiencing family violence. inTouch works across the family violence continuum, providing culturally informed early intervention, case management, family and migration law assistance, men’s behaviour change programs, evidence-based policy and advocacy work, and enhanced capacity-building across the sector and community.

inTouch supports victim-survivors on their long-term recovery journey through economic independence, social connections and resilience, and wellbeing and therapeutic interventions.

These services are informed by an integrated inLanguage, inCulture delivery model and supported by our diverse workforce, which is comprised primarily of people who are migrants and refugees themselves. Our team’s unique understanding of culture and the migration journey allows inTouch to deliver expert, specialist case management to our clients in over 20 languages.

Over the past 39 years, inTouch has helped over 20,000 women and we continue to work with our partners to ensure that women, children, and families have every opportunity to thrive to reach their full potential to build happy, healthy, and productive lives.

inTouch’s 2022-2025 Strategic Plan [here](#).

POSITION SUMMARY

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

The Family Violence Practitioner (Case Manager) must have the skills and technical expertise to work with a degree of autonomy, exercising initiative and judgement to support and manage clients experiencing family violence through the life cycle of the client’s engagement with inTouch. They will assess, monitor, plan and manage cases, as well as advocate for and link women who are experiencing family violence to appropriate services. They will work closely with staff from other agencies to ensure the clients’ needs can be addressed in an integrated and coordinated manner.

Position Description FV Practitioner - CM	Effective Date	Dec 2023	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	Dec 2023	Page 1 of 6

While the majority of casework is done by phone, the Practitioner is required to travel and provide face to face support and/or outreach as required.

KEY RELATIONSHIPS

Internal - Executive Manager, Client Services (EMCS), Direct Services Coordinators, Direct Services Team, The Legal Centre Team, Motivation for Change Team. Effective working relationships are required with all inTouch staff.

External - Victim survivor service users, key referral agencies including The Orange Door, Safe Steps and other specialist family violence services, community legal services, government agencies including but not limited to Centrelink, child protection, police and housing services, multicultural agencies and other key stakeholders.

POSITION ACCOUNTABILITIES

Working under the general direction of the inTouch Leadership Team, MARAM framework and inTouch policies and procedures, the Practitioner (Case Manager) will apply a high-level knowledge and skills, initiative and judgement when carrying out a range of functions:

Case Management

- Provide high-quality case management services to women and children who have experienced or are currently facing family violence, employing trauma-informed, systemic, and developmental approaches.
- Provide high-quality case support and develop case plans for victim survivors with a focus on managing high-risk and complex needs.
- Conduct comprehensive risk assessments, needs assessments, safety planning, and case planning utilising the MARAM framework.
- Foster a collaborative and holistic response through a multi-disciplinary team approach, working towards specified goals for women and young individuals affected by family violence.
- Offer secondary consultation and advocacy on behalf of clients to connect with other relevant supports and collaborate with specialised services as needed.
- Facilitate financial independence and access brokerage as necessary.
- Support victim survivors in various accommodation settings, including emergency accommodation, within the guidelines of the MARAM framework and the FVISS/CISS information provision sharing scheme.
- Demonstrate a commitment to the Child Safe Standards and an understanding of the impact of family violence on families, offering a trauma-informed response.
- Collaborate with families to create and regularly review individual case and safety plans, ensuring active client engagement in decision-making and planning.
- Attend required meetings, including team and care team meetings.
- Undertake group work to further support women and/or children in their recovery from family violence.
- Prepare professional reports and written documentation such as minutes, housing and funding applications, and correspondence.
- Fulfill other duties as needed.

Position Description FV Practitioner - CM	Effective Date	Dec 2023	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	Dec 2023	Page 2 of 6

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.

Process and system changes

- Actively engage with continuous quality improvement of inTouch service delivery by:
 - Providing support, mentoring and training to new staff.
 - Providing supervision and support to students and volunteers.
 - Reviewing and developing policies and procedures as required.
 - Actively contributing to the identification, development and implementation of new and improved services and programs.
 - Working collaboratively across inTouch Teams.
- Effectively work with relevant external services and government agencies to support an integrated approach, including:
 - Developing referral pathways and protocols.
 - Actively promoting co-case management.
 - Actively engaging with joint initiatives in the specialist family violence services 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 when required and appropriate.
- Any other matters that may be directed from time to time.

EXTENT OF AUTHORITY

The incumbent must follow the inTouch Delegations of Authority.

KEY SELECTION CRITERIA

Essential

- Tertiary qualifications in Social Work, Community Development or related discipline with a degree qualification preferred.
- A minimum of 2 years' experience in the specialist family violence service or related 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 key frameworks, including intersectional feminism and anti-oppressive practice and how this is utilised, to understand and respond to the gendered nature of violence against women.

Position Description FV Practitioner - CM	Effective Date	Dec 2023	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	Dec 2023	Page 3 of 6

- Understanding of the MARAM framework, and the changes in the specialist family violence services sector as a result of the 2016 Royal Commission.
- Demonstrated ability to apply legislation and policies relevant to working with victim survivors of family violence.
- Ability to work professionally with a range of key stakeholders.
- Well-developed written and verbal communication 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.
- Highly proficient in spoken fluency and writing skills in a language other than English.

Desirable

- Experience in working with interpreters both onsite and telephone interpreters.
- Understanding of the specialist family violence services sector, including key funding bodies, agencies, and other stakeholders.

Personal attributes

- Genuine commitment to securing positive outcomes and social justice for migrant and refugee women and children.
- High ethical standards and values, commitment to act with integrity and confidentiality.

SPECIFIC RESTRICTIONS/CONDITIONS

- The incumbent will on occasions and in consultation, be expected to conducted work outside of 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.

CONDITIONS OF EMPLOYMENT

- The terms and conditions for this position, including remuneration and leave entitlements, are based on the inTouch Enterprise Agreement and is negotiable depending on experience.
- Salary packaging and flexible working arrangements may be provided subject inTouch Policy.
- 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, international police check (if applicable), proof working rights in Australia and any specified qualifications.
- The successful applicant will be required to sign a Confidentially Agreement and Agreement to adhere to the inTouch Code of Conduct.
- 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.

Position Description FV Practitioner - CM	Effective Date	Dec 2023	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	Dec 2023	Page 4 of 6

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.

Position Description FV Practitioner - CM	Effective Date	Dec 2023	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	Dec 2023	Page 5 of 6