

## Position Description

<b>Position:</b>	<b>Relief Worker - Intake</b>
<b>Program:</b>	Women's and Children's Family Violence Support Program
<b>Reports to:</b>	Team Leader – Intake and Case Management
<b>Hours:</b>	Casual ( <i>as negotiated</i> )
<b>Classification:</b>	<i>as per SCHADS award</i>

<b>WRISC Vision Statement</b>	Safety, equality and opportunity for all people.
<b>WRISC Mission Statement</b>	Enhance the status, wellbeing and safety of women and children. Empower women and children who have experienced family violence. Foster the building of stronger, safer communities.
<b>Organisation Values:</b>	WRISC Family violence Support is a feminist based service which embodies the following values: <ul style="list-style-type: none"> <li>• Learning, skills and knowledge</li> <li>• Respect, trust, diversity and acceptance</li> <li>• Optimism</li> <li>• Integrity and responsibility</li> <li>• Creativity and innovation</li> <li>• Teamwork</li> <li>• Equality, freedom from violence and safety</li> <li>• Leadership inside and outside our organisation</li> </ul>
<b>TURNING POINT: our collective spirit 2015</b>	<b>Respectful, Supportive, Inclusive, Culturally Safe, Stimulating, Flexible.</b> <b>More of:</b> Directness, forgiveness, Trust, Tolerance, Acceptance. <b>Less of:</b> Negativity, Taking things personally, Assumptions, Undermining.

### Position Context:

The Central Highlands Women's Collective (CHWC) began in 1983 with the premise that women have the strength to change the world. At the outset the Collective identified the need to name women's experience of family violence as essential in challenging community attitudes condoning violence against women. They sought to shine a light on the gendered nature of family violence.

Funding was received in 1988 for 'The Women's Resource Information & Support Centre' (WRISC). In the 1990's funding was specific to provide family violence outreach support (agencies historically supporting the work of women's refuges). The Collective, comprising personnel and non-personnel community members, managed WRISC under a flat structure until 2006. A new hierarchal staffing structure was then adopted. An Executive Officer and Business Manager were appointed. A new constitution was drafted to reflect the changed organisational structure and passed by members in October 2007. A board of governance was elected in November 2007.

WRISC Family Violence Support is a non-profit organisation funded in the main by the Department of Human Services. WRISC provides a range of services for women and children living in or escaping from

situations of family violence. Services include information, referral, advocacy, support, women's and children's support groups and children's counselling. The WRISC office is located in Ballarat and services are offered across the Central Highlands region of Victoria including the shires of Ballarat, Hepburn, Moorabool, Pyrenees and Golden Plains. Services are provided on an outreach basis (including outreach offices and home visits) and at the WRISC office. WRISC is a member of the Grampians Integrated Family Violence Committee and our services are delivered within an integrated service system working closely with police, courts and other agencies.

### Position Background

The Women and Children's Family Violence Intake and Case Management Program aims to assist women and children who are victims of family violence to receive the most appropriate and timely service. Intake and case management services involve a variety of options including allocation to case management, intensive case management, safety planning, Common Risk Assessment Framework (CRAF), short term support and outreach services.

### Position Objectives:

- Assess and respond to the diverse needs of women and children affected by family violence
- To provide intake and case management support for clients to achieve their goals and aspirations

### MAIN DUTIES AND RESPONSIBILITIES

#### 1. Service Delivery

Deliver client directed family violence services within in a case management/intake framework including intensive case management:

#### Case Management:

- Provide women with information about their rights and responsibilities as a client of the organisation and the services available at WRISC.
- Undertake risk assessment, safety planning and implement risk management strategies adhering to relevant practice standards and legislation.
- Provide specialist information and advice for women and children regarding family violence and its associated harm; as well as, the range of options, services and resources available to them to promote their rights, safety and redress the harm and disadvantage associated with violence. Provide active referral to other services as appropriate.
- Provide holistic assessment and negotiate and implement a service agreement/case plan in collaboration with women and their children centered on their goals and aspirations supporting positive change.
- Provide crisis intervention when required and prioritise safety for all concerned in the response.
- Work closely and effectively with court, police, child protection and other services as part of an integrated response to family violence. Attend client related meetings and case conferences as required.
- Advocate for women and children to negotiate the service system effectively and redress the harm caused by family violence.
- Advocate for and support women at the Magistrates Court including preparation for court, facilitating access to court resources and support, provision of information about court process and

procedures, supporting women to access legal advice.

- Advocate for and support women at the Family Court (or Federal Magistrates Court) as described above.
- Advocate for and assist women secure private rental and other housing options as appropriate.
- Maintain client and workplace confidentiality at all times with the exception of duty of care and other legal requirements.
- Report serious and imminent concerns of safety for clients, staff or others to a senior worker/supervisor or manager and implement responses as required.
- Report critical incidents to a senior worker/supervisor or manager and implement responses as required.
- Perform all service delivery duties in accordance with professional practice standards and professional code of ethics.
- Demonstrate cultural sensitivity and adjust personal style in response to client diversity and provide cultural support through secondary consultation and co-case management with culturally specific services.
- Community education and/or co-facilitation of women's and children's therapeutic support groups may be negotiated as part of duties.

**Intake:**

- Understand the role of Intake and the importance of the first port of call for prospective clients
- Understand and complete the Risk Assessment and Safety Plan as part of the Common Risk Assessment Framework(CRAF) and in accordance with the current work instruction
- Discuss preliminary options/case plan:
- Using the evidence based risk indicators as your guide (CRAF) ask direct questions about family violence and finalise the CRAF assessment and/or review the assessment and safety plan.
- Identify existing service supports and determine whether WRISC has a role in contacting these supports (e.g. advocacy, support and other case management tasks). If so, gain appropriate consent
- Receive phone calls as appropriate and communicate with potential clients
- Understand and use of SHIP (data management and client information software) and use this software as outlined in the Intake assessment work instruction
- Where possible and appropriate provide the client with a copy of any written plans (e.g. safety plan, preliminary case plan) and a client information pack
- When and if appropriate referrals and consultations with other specialist services are part of the assessment and Intake strategies.
- If and when appropriate develop working relationships with other agencies providing direct or indirect support to women and children who have experienced family violence to ensure an integrated response to women and children affected by family violence.
- Maintain client and workplace confidentiality at all times with the exception of duty of care and other legal requirements.
- Report serious and imminent concerns of safety for clients, staff, their children or others to a

supervisor or manager and implement responses as required

- Report critical incidents to a supervisor or manager and implement responses as required

Perform all service delivery duties in accordance with professional practice standards and professional code of ethics

## 2.

- Maintain accurate client records completed in a professional and timely manner adhering to privacy principles and relevant procedures and work instructions.
- Collect and maintain client data for monthly reporting, adhering to the privacy principles, SHIP guidelines and organisational work instructions.
- Assist in the maintenance and accurate upkeep of resource files, brokerage spread sheets and databases.
- Set priorities, plan and organise own work.

## 3. *Teamwork and Communication*

- Maintain a professional manner in all aspects of communication with clients, colleagues, stakeholders and the broader community.
- Work cooperatively and harmoniously with others to achieve team and organisational goals.
- Prepare for and positively participate in team, staff and group meetings as required.
- Promote a positive image of WRISC to members of the community through professional standards of personal presentation, behaviour and accountability.
- Represent WRISC on external networks and committees as negotiated. Be aware of, and apply to practice the organisations strategic vision, values and directions.

## 4. *Continuous Improvement and Risk Management*

- Be aware of, and apply to practice the organisations strategic vision, values and directions and abide by the code of conduct.
- Perform all duties in accordance with organisational policies, procedures and work instructions.
- Undertake quality improvement activities as appropriate to the position and ensure own work practices comply with relevant legislation and quality standards.
- Contribute to team work plans and ensure own work outcomes are achieved.
- Identify occupational health risks and hazards, and contribute to a safe work environment.
- Actively participate in the risk management process appropriate to the position. For all types of risk, a comprehensive risk management process will be followed. This involves:
  - Identifying potential risks
  - Assessing the likelihood of risks and consequences of losses
  - Choosing how to control, avoid, eliminate or minimise risk through strategies, processes and policies.

## 5. *Personal and Professional Development*

- Demonstrate reflective and evidence based practice to support improved outcomes for women and children through positive participation in supervision, case discussions, evaluation and feedback processes, and training.

- Actively participate in regular individual and group supervision and debriefing as required.
- Develop self-care strategies and monitor the effects of the work in supervision accessing available organisational support as required.
- Negotiate in supervision annual work and training plans to achieve organisational goals and undertake performance appraisal processes in line with WRISC's performance management program.
- Attend training, conferences and forums provided by the organisation.

## KEY SELECTION CRITERIA

### Essential

1. Tertiary qualifications in social work, community services or related discipline; and relevant work experience (including volunteer &/or work experience placements) in the family violence and/or community services sector.
2. High level of knowledge of the causes and context of family violence (theory), its impact on women and children; and skills to respond (practice) to address same.
3. Demonstrated ability to use initiative and judgement providing quality client services within a case management framework – supporting clients to achieve their goals and aspirations. Experience within a family violence work context is preferable.
4. Demonstrated ability to provide culturally sensitive practice, inclusive of the needs and context of Indigenous and CALD communities.
5. High level of interpersonal skills to work respectfully and effectively within a team and in collaboration with other professionals and organisations.
6. Highly developed administrative skills to create and maintain client records including sound computer skills - proficient in Microsoft Office Suite. Experience in report writing desirable.
7. Considerable experience in the development of effective and collaborative working relationships with other agencies in a service network

### Conditions of Employment

- The successful applicant will be required to undergo satisfactory pre-employment checks, including three referees, a criminal records check (entails proof of identity), working with children check and proof of qualifications.
- The successful applicant will be expected to have a current Victorian driver's licence.
- Employment is subject to a three month probationary period.
- A pre-employment health declaration is required.
- Terms and conditions of employment are based on the Social, Community, Home Care and Disability Service Industry Award 2010.

### Description Of Work Activities /Environment

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily

**POSITION DESCRIPTION** | Relief Worker - Intake

	Work in different geographical and office locations and other settings (e.g. schools).	Regular
	Work in unstructured environments (e.g. home visit).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan or shared office space.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasionally
	Support and participate with clients in recreational activities (e.g. camping, gardening).	Occasionally
	Participate in team development/building activities.	Regular
	Fluorescent lighting.	Daily
<b>Manual Handling</b>	Undertake minimal manual handling such as lifting of equipment which would be of varying weight and size (e.g. child car seats, books and resources).	Regular
<b>Administrative tasks</b>	Computer work, filing, writing reports, case notes/plans and client records, participate in meetings, concentrating for long periods of time, managing resources and budgets and researching and analysing information and data.	Daily
<b>Technology</b>	Use technology including photocopier, telephones, mobiles, fax, laptop, projectors, televisions, video, electronic whiteboards, security and duress alarm systems.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Daily
	Use public transport including trains, buses, trams and taxis.	Regular

Exemption No A75/2013 has been granted under the Equal opportunity Act 1983 to enable women only to be employed by WRISC Family Violence Support Inc.

**Full name:** .....

**Signature:** ..... **Date:** .....

**Line Manager:** ..... **Date:** .....

**Return a copy to the Business Manager**