

Position Description

Position: Family Violence Outreach Program Senior Case Manager
Program: Family Violence Outreach Program
Reports to: Family Violence Outreach Program Team Leader
Hours: 0.8
Classification: as per SCHCADS Award:

WRISC Vision Statement	Safety, equality and opportunity for all people.
WRISC Mission Statement	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.
Organisation Values:	WRISC Family violence Support is a feminist based service which embodies the following values: <ul style="list-style-type: none"> • Respect • Trust • Integrity • Innovation
TURNING POINT: our collective spirit 2015	Respectful, Supportive, Inclusive, Culturally Safe, Stimulating, Flexible. <i>More of:</i> Directness, forgiveness, Trust, Tolerance, Acceptance. <i>Less of:</i> 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 (as we are now called) 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

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Family Violence Committee and our services are delivered within an integrated service system working closely with police, courts and other agencies.

Position Background:

The Family Violence Outreach Program (FVOP) aims to assist women and children who are experiencing, or have experienced, family violence, to improve their safety and wellbeing by providing direct case management support and participating in perpetrator accountability processes.

The FVOP team includes intake and case management services, including safety planning, assessment currently using the Comprehensive Risk Assessment Framework (CRAF), transitioning to the Multi-Agency Risk Assessment & Management (MARAM), short term support, case management, intensive case management and outreach service to women and children in the Central Highlands region. This position is based in Ballarat.

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, working with them to achieve their identified goals.
- To provide expert advice and support and mentorship to intake and case management workers in the FVOP team. This may include supporting clients allocated to other team members as required.
- Participate in internal and external meetings as an expert in responding safely to family violence.
- Approving financial applications for the ongoing support of clients of the FVOP program.
- To work collaboratively with the FVOP Team Leader in the support and coordination of the FVOP.

MAIN DUTIES AND RESPONSIBILITIES

1. *Service Delivery*

Deliver client directed family violence services in a case management framework.

Intake:

The senior role is expected to understand, support and assist with the intake team when and as required or requested. This intake role includes the following responsibilities:

- Undertake and complete the Risk Assessment and Safety Plan as part of the CRAF/MARAM and in accordance with the current work instruction.
- Using the evidence based risk indicators as your guide (CRAF/MARAM) ask direct questions about family violence and finalise the assessment and/or review the assessment and safety planning for women and where relevant, children.
- 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.
- Understand and use SHIP (data management and client information software) and other applications as required.
- Complete consultations with other specialist services as part of the assessment and Intake processes.
- Develop working relationships with other agencies providing direct or indirect support to women and children who have experienced family violence as well as organisations working with perpetrators. This is to ensure an integrated response to women and children affected by family violence and participation in perpetrator accountability processes
- 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 and critical incidents for clients, staff, their children or others to a Team Leader or Executive Officer and implement responses as required.

Case Management:

- Provide women with information about their rights and responsibilities as a client of the organisation and the services available at WRISC.
- Provide specialist information and advice for women and children regarding family violence and its associated harm. This includes a 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 case management and negotiate and implement a service agreement/case plan in collaboration with women and their children, centred on their goals and 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. This includes attending 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 and problematic institutional responses.

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- Participate in reflective processes to improve responses to all clients, but particularly those from communities who experience barriers and discrimination within the service sector. Engage support through secondary consultation and co-case management with culturally specific services as required.
- Assist and support other FVOP staff with the above mentioned duties.

2. Administration and Documentation

- 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.
- Oversee, support and approve the development of documentation of other FVOP staff, including FSP applications, payment requests.
- Organise and facilitate key program meetings as required.

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.
- Report to FVOP team leader as required.
- Assist and support other FVOP staff with the above mentioned duties.

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, program guidelines 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.
- Assist and support other FVOP staff with the above mentioned duties.

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KEY SELECTION CRITERIA

Essential

1. Tertiary qualifications in social work, community services or related discipline; with relevant work experience in the family violence sector.
2. A well-developed understanding of family violence from a feminist perspective, incorporating an intersectional framework is required..
3. Demonstrated ability to use initiative and judgement providing quality client services within a case management framework – supporting clients to achieve their goals. Experience within a family violence work context is required.
4. Demonstrate an understanding of recognising and addressing structural barriers and discrimination that impact client’s safety as well as their experience of the service system.
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.

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
	Work in different geographical and office locations and other settings (eg schools).	Regular
	Work in unstructured environments (eg 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

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	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 (eg camping, gardening).	Occasionally
	Participate in team development/building activities.	Regular
	Fluorescent lighting.	Daily
Manual Handling	Undertake minimal manual handling such as lifting of equipment which would be of varying weight and size (eg child car seats, books and resources).	Occasionally
Administrative tasks	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
Technology	Use technology including photocopier, telephones, mobiles, fax, laptop, projectors, televisions, video, electronic whiteboards, security and duress alarm systems.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Use public transport including trains, buses, trams and taxis.	Occasionally

Exemption No A75/2013 has been granted under the Equal opportunity Act 2010 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