



POSITION DESCRIPTION November 2021

Position	Family Violence Case Manager
Program	Afterhours Family Violence
Stream	Integrated Family Violence Services
Reports to	Team Leader – Afterhours Family Violence
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
EA 2017 Classification	Level 4
Located	Women's Health West, 317-319 Barkly Street, Footscray VIC 3011 (This position may be located at other sites in the Western region at times)

Organisational Context

Women's Health West (WHW) is the women's health service for the Western Metropolitan or Brimbank Melton regions of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs.

Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination.

Our integrated family violence service provides a range of programs to women and children who experience family violence including crisis response, case management, housing and court support. We also provide services designed to promote healing and recovery including women and children's counselling.

We work collaboratively with communities, government, and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants and receives additional funding from benevolent trusts and philanthropic organisations.

WHW Afterhours Family Violence Program

The Afterhours Family Violence Program offers a specialist face-to-face response to victim survivors and their children who have recently experienced family violence and are being accommodated in the Western Metropolitan or Brimbank Melton regions. The service is accessible 7 days per week from 5pm and 24-hours per day on weekends and public holidays.

The referrals are mostly received from Safe Steps but these can also be received from other family violence programs either within Women's Health West or an external family violence service. The afterhours team work across a variety of shifts and conduct outreach to various locations such as hotels, refuge settings, a police station or hospital which is dependent upon an individual's circumstances.

Position Purpose

The Afterhours Case Manager provides vital face to face responses and phone support for women and families who are leaving or have recently left their home due to family violence, providing short term interventions that often include family violence education, conducting needs assessment, safety planning and risk assessments, completing referrals to internal/external services and various other trauma informed supports that may be required to address the immediate needs during a crisis.

Often, a family violence after-hours crisis may result in a victim survivor's first contact with the service system. This is a crucial opportunity for case managers to engage with victim survivors and:

- build confidence in the support available from the service system
- provide a safe avenue for support and referral
- prioritise victim survivor agency through listening, believing and validating experiences of family violence
- acknowledge concerns about system responses, including past negative experiences
- increase ongoing service engagement
- reduce risk and increase safety
- provide information about the integrated family violence service system and service and support options available
- emphasise that perpetrators are responsible for their choice to use violence and victim survivors are not to blame
- work towards a reduction in the number of victim survivors that remain unsafe.

The support provided is culturally safe and individually customised to suit the specific needs of each individual and their unique circumstances.

Key Result Areas and Responsibility

Participate in the effective delivery of WHW Afterhours Family Violence Program by providing high quality, client-focused and trauma-informed crisis intervention and support to victim survivors of family violence.

- Provide a face-to-face and phone first response service for women and their accompanying children
- Liaise with and provide handover to Safe Steps/Orange Door and afterhours services as required.
- Undertake a comprehensive risk assessment of women and develop immediate safety plans.
- Undertake thorough assessment and refer women to other IFVS programs including, for example, outreach case management and the Risk Assessment and Management Panel (RAMP) where appropriate.
- Provide accurate information, support, resources and referrals (to internal and external services) to women
- Provide access to brokerage funding and material aid to women when required, ensuring that all documentation is completed accurately and in a timely manner.
- Ensure women are actively engaged in all planning and decision-making processes.
- Ensure accurate, timely and professional maintenance of client records and data collection (including completion of client status / closures) in accordance with relevant policy and procedures.
- Ensure client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.
- Performance of other duties that are required that are within the range of the employee's skills, competency and training.

Provide support and secondary consultation to external service providers to ensure maximum collaboration and enhanced referral pathways.

- Provide support and secondary consultation to external organisations relating to assessing and responding to the needs of women and children experiencing family violence as required.
- Work collaboratively with Victoria Police, Child Protection, Child First, Safe Steps and other community agencies to ensure effective referral responses for women and their accompanying children.
- Work collaboratively with Elizabeth Morgan House, VACCA and other Aboriginal and Torres Strait Islander organisations to ensure effective referral responses for Indigenous Australian women and their accompanying children.
- Actively promote WHW and our programs with our community partners to ensure maximum collaboration that supports positive outcomes for clients.

Contribute to the development and achievement of team and organisation goals through regular supervision and participation in professional development activities.

- In collaboration with the team leader family violence first response, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Access secondary consultation, debriefing and support from senior case managers and team leaders as appropriate.
- Participate in induction processes and probationary reviews as required.
- Participate in regular supervision and annual appraisal to discuss clients, workload and professional development.
- Participate in regular group supervision reflective practice sessions.
- Undertake identified training and professional development activities to support practice and skills development.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.

Contribute to processes that ensure collaboration and integration across and between WHW programs and service to achieve organisational goals and objectives.

- Actively participate in team, program, stream and staff meetings and planning days.
- Actively participate in cross team and cross-stream mechanisms and the whole organisation.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Selection Criteria

1. Tertiary qualifications in social work or related discipline and eligibility for AASW membership or other professional body.
2. Direct service delivery experience in the family violence sector desirable.
3. A demonstrated understanding of legislation, theory and practice as it relates to the provision of family violence services to women and children.
4. Demonstrated commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.

5. Ability to develop and maintain positive internal and external relationships that foster partnership work and enhance professional and community networks that improve client and program outcomes.
6. Excellent written and verbal communication skills, including the ability to maintain client records and collect statistical data to inform agency reports.
7. Sound computer skills including use of data base applications.
8. Current Victorian driver's license and willingness to travel.

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Aboriginal and Torres Strait Islander women and those who speak languages other than English are encouraged to apply.
2. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and where required, a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.
4. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

FURTHER INFORMATION

If you have specific queries about this position, please contact the Manager, Afterhours Family Violence Program jessicar@whwest.org.au

To apply for this position, please send your written application responding to the key result areas and key selection criteria marked 'Confidential' to the address below. Please include three nominated referees, including your most recent line manager.

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au