

<b>Position title</b>	Family Violence Case Manager		
<b>Position holder</b>	Vacant		
<b>Program</b>	Family Violence Services		
<b>Funded by</b>	Department Families, Fairness and Housing		
<b>Based at location</b>	Horsham or Stawell		
<b>Responsible to</b>	<ul style="list-style-type: none"> <li>• Program Leader Family Violence Services</li> <li>• Manager Family Violence Services and Healthy Communities</li> <li>• General Manager People and Community Support</li> <li>• Chief Executive Officer</li> </ul>		
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>		
<b>Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
<b>Classification</b>	SACS Level 3.1 to SACS Level 5.1		
<b>Hourly rate</b>	\$32.54 to \$42.94	<b>Annual</b>	\$64,299 to \$84,849
<b>Status</b>	Full time		
<b>Hours per week</b>	38		
<b>PD last updated and approved by CEO</b>	May 2022		

### Position summary

Covering the Central Grampians and Wimmera area, the Family Violence Case Manager is responsible for effectively assisting Victim Survivors of family violence and their children to live a life free from family violence and to hold perpetrators accountable for their behaviour.

Family Violence Case Managers work alongside Victim Survivors and their children to conduct risk assessment and safety planning, and use a range of tools to engage Victim Survivors in the case management process.

Both Case Managers and Victim Survivors will work together to identify medium and long term goals with the focus on reducing risk, regaining control and setting a course for healing and recovery. Case plans are developed, and supports are provided, within a therapeutic and recovery-oriented framework.

### Key responsibilities

1. Provide client focussed assistance to victim survivors and their children experiencing family violence, including people who are no longer in abusive relationships, who choose to remain in an abusive relationship and who have never called police or used family violence crisis services.
2. Provide after-hours (as per negotiated monthly roster), face-to-face crisis responses to people in crisis as a result of family violence outside usual business hours. This may include but is not limited to emotional support, risk and needs assessment and management, information and referral, provision of material aid, safety planning, and access to emergency accommodation.
3. Undertake comprehensive risk assessment and risk management with victim survivors and their children.

4. Develop case plans relevant to the specific needs of the individual, ensuring clients' participation in their own case planning, maintain accurate case files and collect data according to the GCH and DHHS standards.
  5. Encourage victim survivors of family violence to make empowered culturally appropriate decisions about their future.
  6. Ensure access and advocacy for service users to relevant services such as cultural support, family violence related services, housing, income security, legal assistance, financial management, parenting support, children's support services and health issues, providing some of these services where necessary.
  7. Assist people to overcome current or impending homelessness through the provision of service, based on case management principles, and assist people to develop knowledge of tenancy issues, their rights and obligations and to promote the development of necessary skills to successfully obtain secure housing and independent living skills.
  8. Ensure the up to date and accurate collection, recording and reporting of statistical and service data as required by the Department of Families, Fairness and Housing and GCH
  9. Provide supervision and support to students as required.
  10. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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### Key selection criteria

#### Qualifications

- Bachelor of Social Work *OR*
- Other related qualification *AND*
- Willing to work towards the minimum qualifications framework  
<https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>

#### **Mandatory:**

- Case management experience of two years minimum

#### **Desirable**

- Relevant experience working with people who have experienced family violence

#### **Demonstrated skills, experience and/or understanding of:**

- Understanding of the gendered nature of violence.
- Working with people impacted by trauma and understanding of trauma informed practice.
- Understanding of the needs of and a demonstrated capacity to work with people who are homeless at risk of homelessness and/or in crisis.
- The Multi-Agency Risk Assessment and Management Framework (MARAM).
- The Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS).
- Relevant legislation including Family Violence Protection Act 2008 and the Child, Youth and Families Act 2007.
- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.

- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace culture and practices.

### Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- NDIS Worker Screening Check

### Personal attributes

- Ethical and inclusive
  - Self-disciplined
  - Collaborative and supportive
  - Flexible and resilient
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### Conditions of employment

This position is ongoing and is subject to:

- Successful completion of a six-month probationary period
- Full COVID-19 vaccination status from MyGov or Medicare (including booster) or
- Certified evidence of medical exemption for COVID-19 vaccination

And requires the following checks:

- Satisfactory police check
- Working with Children Check

**Note:** Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

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### Employee acceptance of position:

Employee signature

Vacant

Date