

<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 (DFFH)		
<b>Based at location</b>	Horsham or Stawell		
<b>Reports to</b>	<ul style="list-style-type: none"> <li>• Program Leader Family Violence Services</li> <li>• Manager Family Violence</li> <li>• General Manager Community Services</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 2022		
<b>Classification</b>	SACS Level 3.1 to 4.1		
<b>Hourly rate</b>	\$37.35 to \$43.08	<b>Annual</b>	\$73,804 to \$85,126 (full time)
<b>Status</b>	Full time (or part time by negotiation)		
<b>Hours per week</b>	38 (or as negotiated)		
<b>PD last updated and approved by CEO</b>	November 2024		

## Position summary

Covering the 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 responses to people in crisis because of family violence outside usual business hours.
3. Undertake comprehensive risk assessment and safety planning 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. This includes coordinating the clients care where there is more than one service or support involved.

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 and homelessness, income, security, legal assistance, financial management, parenting support, children's support services and health issues, and providing some of these services where necessary.
  7. Ensure the up to date and accurate collection, recording and reporting of statistical and service data as required by DFFH and GCH.
  8. Work with the Family Violence Services program to improve the quality and effectiveness of the program, and to maintain a collaborative and supportive team culture.
  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 working towards the new mandatory minimum qualifications policy requirement, via one of the available employment pathways  
<https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>.

#### Mandatory

- Understanding of family violence and its impacts on victim survivors.
- Understanding of the gendered nature of violence.

#### Desirable

- Experience working with people who have been impacted by family violence.
- 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.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.

#### Demonstrated skills and experience

- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- 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)
- Current Employee Working with Children Check

#### Personal attributes

- Empowering
- Professional
- Inclusive
- Compassionate
- Courageous

## Conditions of employment

This position is ongoing and is subject to:

- Successful completion of a six-month probationary period

And requires the following checks:

- Satisfactory police check
- Employee 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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## Required training

- MARAM Comprehensive Risk Assessment and Management.
  - Sentrion online learning management system courses as required.
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## Employee acceptance of position

Employee signature

Vacant

Date

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