



Good Shepherd

Australia New Zealand

## Position description

<b>Title</b>	Family Violence Case Manager
<b>Reports to</b>	Team Leader, Family Violence
<b>Direct Reports</b>	N/A
<b>Classification &amp; Salary</b>	SCHADS Level 5 (\$80,640.56-\$84,908.72) + super + salary packaging
<b>Employment Status</b>	Full Time, 12-month fixed term contract
<b>Primary Location</b>	Hastings
<b>Date</b>	March 2020

### Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, parenting programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

### Role Purpose

The Case Manager Family Violence is an integral member of the family violence team and delivers high quality short response as well as longer term intensive case management services to women and children who have experienced, or are currently experiencing, family violence, including women who choose to remain in the relationship. The role contributes extensive knowledge and understanding of family violence to outreach case management and supports clients accommodated in refuge and transitional housing, delivering valued services and outcomes.

The position provides client-centred casework, utilising the Multi-Agency Risk Assessment and Management Framework (MARAM) and a comprehensive needs assessment of women and children through trauma informed, systems and developmental frameworks. The Case Manager will develop agreed case plans with women and children with multiple and complex needs, bringing about outcomes which promote, safety, stability and recovery from family violence through a coordinated care team approach.

As part of the Family Violence Team, participation in the After-Hours Crisis Response roster, court support and duty rosters and community-based outreach are requirements of this role. An After Hours on call allowance and call-out penalty rates are paid for participation in the After-Hours Crisis Response.

## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service in line with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd 's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

## **Qualifications, Experience and Mandatory Requirements**

- Appropriate tertiary qualification in Social Work, Psychology, or a related tertiary discipline is essential
- Demonstrated capacity to provide outreach case management including the ability to carry out comprehensive risk and needs assessments and respond appropriately
- Experience working in the family violence sector is highly desirable

- Demonstrated experience working with women and children presenting with complex needs and behaviours (e.g. trauma, substance abuse, mental health, parenting issues, disability) and/or from Culturally and Linguistically Diverse (CALD) or indigenous backgrounds
- Demonstrated knowledge of the impacts of family violence and the capacity to apply appropriate theoretical frameworks to practice
- Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external
- Demonstrated experience in preparing written reports, maintaining records, including case notes and data base reporting
- Demonstrated success working as part of an effective and productive team, along with the ability to be self-directed
- Experience working with mothers and children in a high security refuge environment
- Knowledge of strength-based, positive parenting strategies in the context of parenting after family violence
- Ability to apply protective behaviours techniques which reduce children's vulnerability
- Demonstrated commitment to personal professional development including knowledge of the Royal Commission into Family Violence Recommendations and the broader impact of the current reforms on the family violence sector
- A current Full Australian Driver's License
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

**Values & Behaviours** - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

- Value of each person
- Reconciliation
- Justice
- Zeal
- Audacity

#### **Additional information**

Employment is subject to:

- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity.

All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.