

Position Description

Position Title	Family Violence Case Worker
Version Date	March 2018
Reports to	Manager Integrated Family Services
Supervises	Nil
Authorities	Per Emerge Women and Children's Support Network Table of Authorities

The Job Description for this role is indicative and may change as the needs of the business change. The Job Description describes the general nature and level of work being performed and is not intended to be an exhaustive list of all responsibilities, duties or skills required for the position, nor does it imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow other job-related instructions and to perform other job-related duties requested by their supervisor. The Position Requirements are representative of minimum levels of knowledge, skills and/or ability. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty effectively.

1. ORGANISATIONAL CONTEXT

Emerge is a specialist family violence service located in Victoria's Southern Region and is primarily funded through the Commonwealth/State by the Homelessness Support Program under the National Affordable Housing Agreement. The organisation offers a diverse range of accommodation and support to women and women with children experiencing family/domestic violence including:

- A 24 hour staffed high security state-wide refuge;
- Medium security state-wide accommodation for women and women with children who have additional needs such as substance use and/or mental health issues;
- Regional support, access and accommodation for women and women with children who wish to remain in the southern region;
- Specialist support for accompanying children via a dedicated Emerge worker;
- Specialist support for CALD women and women with children through co-case management with inTouch Multicultural Centre Against Family Violence.

In addition to the above Emerge is committed to providing support and assistance to women and women and children to live safely within their own homes and community.

PURPOSE

Enabling independence for women and children by breaking the cycle of domestic violence.

This will be achieved through the strategic themes of Educating, Partnering, Delivering, Advocating and Creating within a feminist framework.

ORGANISATIONAL AIMS/OBJECTIVES

Emerge is dedicated to providing a sensitive and respectful service that provides single women and women with accompanying children with the skills necessary to live a life free from violence. We achieve this through:

- Providing a culturally sensitive service that addresses the needs of all women and children including those from cultural and linguistically diverse communities and Indigenous women and children.
- Advocating to governments, the sector and broader community on important issues of family/domestic violence and challenging the values and norms in our society that perpetuate violence against women and children.
- Promoting equity of access to financial resources including opportunities for employment, further/continuing education and other supports and resources that will enhance women's and children's wellbeing.
- Working collaboratively with other services both within and outside of the integrated family violence sector to maximise all opportunities for the women and children that we assist.

2. SCOPE OF POSITION	
Provide support, advice and assistance to clients of Emerge Women and Children's Support Network Incorporated.	
3. KEY OUTCOMES	
<ul style="list-style-type: none"> • Clients are provided with a strengths-based client-centred approach to case management that meets approved Emerge standards. • Clients are provided with opportunities to receive agreed services within specified timeframes. • All data, records, documentation and case notes are up to date and accurate. 	
4. RESPONSIBILITIES, FUNCTIONS AND TASKS	
Key Result Areas	Responsibilities
a. Clients	<p>Plan, implement and evaluate case management strategies for women and their children including the development of individual case plans, safety plans and family work as allocated by the Manager Integrated Family Services</p> <ol style="list-style-type: none"> 1. Assess and induct clients who have been referred to Emerge Women and Children's Support Network. 2. Provide telephone information, referral and support to women and their children who are experiencing/escaping domestic violence. 3. Facilitate support groups for women and children escaping family violence. 4. Provide each client with a case plan according to Emerge's defined format and guidelines. 5. Participate in the rostered on call service & court support service. 6. Provide secondary consultation to relevant community agencies and services.
b. Community awareness	<p>Facilitate and advocate access to a wide range of information, services and resources that will enable women and children to make informed choices about their future:</p> <ol style="list-style-type: none"> 1. Assist with raising awareness of domestic violence in the community through community development processes, participating and consulting with direct stakeholders and the broader community 2. Provide community education through presentation and secondary consult to community groups and organisations using content developed in consultation with the Manager Integrated Family Services.
c. Organisational support	<p>Support and sustain Emerge's organisational objectives:</p> <ol style="list-style-type: none"> 1. Work within Emerge's policies and procedures. 2. Uphold Emerge's values in all relationships, measured by the quality of relationships with all internal and external stakeholders. 3. Adhere to set performance standards. 4. Meet Service Level Agreements. 5. Actively support fellow team members through cross skilling and internal relief for planned and unplanned absences 6. Maintain relevant documentation, verbal and written reports and internal and external data collection as required including

	<p>assessments, case notes, case plans, safety and crisis plans, Government data collection etc.</p> <ol style="list-style-type: none"> 7. Work independently and as part of a team, including attending team meetings and other forums as required 8. Assist with other duties as required by the Manager Integrated Family Services
d. Specialist skills	<ol style="list-style-type: none"> 1. Attend relevant meetings required to ensure your information and skills are in line with contemporary issues relevant to the sector. 2. Attend feedback and team relevant training, workshops, forums and information sessions to ensure a continual quality improvement and best practice framework is maintained. 3. Specialist industry skills to be maintained and kept current, demonstrated by the currency, accuracy and appropriateness of work performed in all areas noted in Key Tasks and Responsibilities. 4. Develop skills and increase opportunities for further training to complement the specialised nature of the Emerge service framework.
e. Individual Effectiveness	<ol style="list-style-type: none"> 1. Act as a professional and capable representative of Emerge to internal and external clients, measured by the quality of relationships with all stakeholders through agency and client feedback 2. Actively participate in internal supervision, professional development and peer support 3. Demonstrate Emerge values in all business and professional relationships 4. Uphold the Emerge Code of Conduct at all times.
f. Continuous Improvement	<p>Ensure the success of Emerge Women and Children's Support Network by:</p> <ol style="list-style-type: none"> 1. Using your initiative to ensure that prescribed systems and processes are complied with. 2. Seek opportunities to further develop and enhance the Emerge services framework that supports the organisation's innovative and progressive model 3. Noting and reporting any problems relating to the operation of Emerge. 4. Recommending solutions to the Manager Integrated Family Services. 5. Seeing through the implementation of these solutions where directed.
g. Documentation, reporting and data collection.	<ol style="list-style-type: none"> 1. Ensure that all documentation, written and verbal reports and data collection are carried out in accordance Emerge policies and procedures and industry standards. 2. Seek assistance and clarification from the Manager Integrated Family Services if required.
<p>5. OHS</p> <p>Emerge promotes a safe and equitable working environment. It is the responsibility of all employees to report any equipment, processes or workplaces issues that may be, or may lead to, a hazardous or unsafe workplace</p> <p>Compliance</p> <p>All staff are to comply with safe working procedures by:</p>	

- Follow safe work procedures established by Emerge; and
- Follow the OHS&E directions of management.

Risk Assessments

All staff are to assist with the preparation of risk assessments where appropriate.

- Before commencing work in a work area, a risk assessment should be conducted to identify, assess and control the hazards associated with the work. This should be conducted in conjunction with other relevant staff, and the supervisor.

Reporting

All staff are to report OHS&E problems

- Report workplace hazards to the supervisor as soon as possible after they occur; and
- Report injury or illness arising from workplace activities using the Emerge incident/injury reporting system as soon as possible after incident.

6. GENERAL

Internal Contacts:

Executive Officer, members of the Board, contractors and employees

External Contacts:

Industry groups, 3rd party suppliers, vendors and clients

Support for this role:

This role will receive regular internal and external supervision and an annual performance review.

7. PHYSICAL REQUIREMENTS

This role requires a level of physical and mental fitness to carry out the inherent requirements of the role as described, including the possession of the psychological and emotional robustness required to work in the family violence sector, manage multiple priorities and changing deadlines, enter data into a computer using a keyboard and mouse, work from a seated position, use a telephone handset, work in an open environment, lift, carry, push, pull, reach, handle, grip, stand, walk, climb, bend, stoop, crouch, kneel, and twist in performing the standard office duties. This list is indicative and is not comprehensive.

8. POSITION REQUIREMENTS

SKILLS, COMPETENCIES, QUALIFICATIONS AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Mandatory

- Tertiary qualification in Social Work or a related discipline.
- Previous experience in a similar role.
- Excellent case management skills to include advocacy, assessment, development and implementation of tailored case plans.
- Experience working with women and children who have been exposed to family violence.
- A demonstrated understanding of feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women.
- An ability to appropriately deal with pressure and maintain composure and effective communication when engaging with women and children in crisis.
- Good time management skills with a pro-active approach to timely follow up and completion of tasks.
- Ability to build and manage credible and productive internal and external working relationships.

<ul style="list-style-type: none"> • Ability to self-motivate and self manage while working in a dynamic environment. • Computer skills including the ability to use MS Office Suite, MS Outlook or equivalent. • Excellent written communication skills including correct spelling and grammar in emails and reports. • Quick learner. • Able to effectively communicate professionally with a variety of behavioural and personality types. • Able to multi task. • Demonstrated inter-personal skills. • Exemplary customer service and a proactive approach to problem solving. • A recent Police record check. • An Employee Working with Children Check card. • A current and clear Victorian Driver's License. <p>Desirable</p> <ul style="list-style-type: none"> • A thorough understanding of the issues involved in working with women and children with diverse needs i.e.: CALD & Indigenous. • Experience working in residential and outreach settings. • Well developed group planning and facilitation skills. • Familiar with the use of the Specialist Homelessness Information Platform (SHIP). 	
9. APPROVED	Paula Westhead, Executive Officer