

## Position Description

<b>Position Title</b>	Family Violence Case Worker
<b>Directorate / Service / Program</b>	Safety & Therapeutic Services / Family Violence Services
<b>Reports to</b>	Team Leader – Specialist Men’s Services
<b>Location</b>	Hamlyn Heights
<b>Classification</b>	Social, Community, Home Care and Disability Services Industry Award Level 5
<b>Date Revised</b>	April 2024

### ABOUT US

Barwon Child, Youth & Family and Bethany Group have merged. We are now Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

**Our Purpose:** Supporting people, strengthening communities.

**Our Vision:** A fair, safe and inclusive community where everyone can thrive.

**Our Values:** Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

**To learn more about Meli please visit [meli.org.au](http://meli.org.au).**

### POSITION OVERVIEW

The Specialist Family Violence service delivery environment is currently engaged in a plethora of reform activity as a direct result of the Royal Commission into Family Violence (2015), subsequent recommendations (2016) and significant funding from government. Particular reforms relevant to this role include but are not limited to; The review of the Specialist Women and Children’s Case Management service delivery model, undertaken by Urbis Consultancy in 2018, the implementation of the Information Sharing Scheme (2018), developed to increase the lawful sharing of risk relevant information to ensure safety for victim survivors and accountability for perpetrators, and the advent of the MARAM (Multi-Agency Risk Assessment and Management Framework) and the ensuing implementation of the Framework.

#### Women and Children Services

The Specialist Women and Children Services team promotes safe, equal and just relationships by privileging the safety of women and children, by listening to the voices of children and by a commitment to culturally sensitive practice. Women and Children Services include:

#### Specialised Family Violence Support for Women & Children

Provides support services including assessment, risk assessment, safety planning, coordination of MARAM activities and case management. It involves outreach, office-based interventions and therapeutic group work to women and where appropriate their children, who are experiencing or escaping family violence.

### **Homeless Children's Specialist Support Service**

Homeless Children's Specialist Support Service is funded by the Department of Human Services as part of The Road Home the National Approach to Reducing Homelessness. The HCSSS incorporates a suite of support responses to children and families including assessment and case planning support; enhanced case management and therapeutic group work.

**Victoria legal Aid- Family Advocacy and Support Services (VLA FASS)**, Providing Family Violence support services for female and gender diverse clients online and in person for FCFCOA (Federal Circuit and Family Court of Australia) matters.

Meli prioritises working with family violence by aiming to lessen the impact of family violence and address perpetrator behaviour. Our services operate from a structural feminist framework that understands family violence is gendered and is resultant of the social construction of male identity and behaviour i.e. masculinity, power and control and reinforced by systems, ideology and behaviours within our society. We pay particular attention to the active identification and management of all risks associated with family violence.

## **KEY ACCOUNTABILITIES**

### **Duties of this position may include, but are not limited to the following:**

- Conduct comprehensive safety and risk assessments in line with the MARAM to determine the current and ongoing risks and service requirements for women and children experiencing family violence.
- Under the guidance of senior workers, provide a case management response to a caseload of low to medium complexity cases, including home visits and community-based outreach.
- To fully consider the needs of women and children who have experienced or witnessed family violence and make appropriate referrals.
- Work in close liaison with Family Safety Contact Worker to ensure streamlined referral into case management when risk escalates.
- Partner with Specialist Men's Services, Family Safety Contact, Barwon Orange Door to ensure an integrated service response to women and children, accountability, and ongoing service development.
- To liaise and build effective working relationships with Police, Courts and a range of family violence specific and mainstream support services.
- Co-facilitate a range of educational or support based groups under the guidance of Specialist Case Workers and provide secondary consultation to internal or external services.
- To maintain client documentation in accordance with appropriate standards and professional requirements and comply with the accurate collection of statistical information.
- Undertake consultation, planning and information sharing (as per information sharing guidelines) both internally and with external agencies.
- Actively participate in regular supervision with Team Leader – Specialist Women and Children's Services.
- To maintain accurate and appropriate client files in line with accreditation standards, maintain complete and accurate data internally and externally and to follow agency policies, procedures and program standards.
- Other reasonable duties as directed

### **Organisational Accountabilities:**

- Other reasonable duties as directed.
- Apply Meli's quality and risk management frameworks.
- Understand and comply with the standards of a child safe organisation.
- Active involvement in professional development to build knowledge and skills.
- Make decisions following Meli values, relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation.

## QUALIFICATIONS, SKILLS AND EXPERIENCE

- Holds a relevant degree or post graduate qualification in Social Work, Psychology or related behavioural science, Criminology, or a related discipline and is willing to undertake further training to achieve Mandatory Minimum Qualifications. Or meets the Mandatory Minimum Qualifications for Family Violence Practitioners by meeting one of the below:
- Holds a Bachelor of Social Work or equivalent qualification, or
- Have been employed in the specialist family violence workforce before 1 July 2021 with continuous services (has not had a break from this work for more than 4 years), or
- Brings significant cultural knowledge or lived experience and is working towards a Bachelor of Social Work or equivalent qualification, or
- Holds at least 5 years of relevant professional experience or hold a related qualification and is working towards a Bachelor of Social Work or equivalent qualification
- An understanding of the gendered nature of family violence and the impact upon women, children, and families.
- Experience in the family violence field, demonstrated particularly in provision of case management crisis intervention and/or therapeutic interventions for women and children.
- Ability to demonstrate culturally sensitive practice in relation to family violence, inclusive of the needs of Indigenous and CALD communities.
- Capacity to facilitate therapeutic or educational support groups for women and children in relation to family violence.
- Strong intellectual, analytical, and observational abilities combined with strong interpersonal and communication skills, especially in writing, to support program development, data collecting, assessment, and key stakeholder engagement

## OTHER REQUIREMENTS OF THE ROLE

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Police Check
- International Police Check (if required)
- Have the right to work in Australia

## KEY STAKEHOLDERS

- Meli employees
- Barwon Orange Door
- Sexual Assault and Family Violence Centre
- Victoria Police
- Corrections Victoria
- Wathaurong
- Colac Area Health
- DFFH Child Protection
- Family Safety Victoria
- Other Community Service Organisations

## PHYSICAL REQUIREMENTS & ENVIRONMENTAL CONDITIONS OF THE ROLE

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

REQUIRED ACTIVITIES / WORKING ENVIRONMENT	FREQUENCY
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Often
Working in buildings which may have stairs (Reasonable adjustments can be made)	Often
Driving, in & out of vehicles (If driving is required, must hold current Victorian Driver Licence)	Often
Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations (Due to the nature of our work, there may be times when staff are exposed to behaviour, language and/or situations that can be confronting)	Sometimes
Working outside in differing weather conditions	Rarely
Working on-call and/or after hours	Rarely
Attending external locations including client homes	Often

## INCLUSION STATEMENT

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

## CHILD SAFETY STATEMENT

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTI+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

#### EMPLOYEE DECLARATION

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>

**Note:** The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.