

	Position Title: Case Manager	Team: Western Family Violence Service		Region: Western Office: Mt Helen
	Supervisor: Team Leader – Family Violence	Delegations and Authorities: In Line with Delegations Policy	Band: A Salary: SCHCADS Lv 5	Date Completed: August 2019

OUR VISION AND PURPOSE		ROLE CONTEXT	
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>		<p>Berry Street's Western Family Violence Program is a provider and access point for integrated family violence services in the Central Highlands sub-region. The service provides a range of support services to families who have experienced family violence. The service aims to assist people to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence.</p> <p>Berry Street provides a crisis response, including an afterhours service, as well as a range of ongoing voluntary services including case management, group programs refuge options and therapeutic services. In conjunction with other local stakeholders, Berry Street triage police referrals covering the Central Highlands Region, which includes: Ararat, Ballarat, Golden Plains, Hepburn, Moorabool and Pyrenees.</p> <p>The service aims to assist victim survivors and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the impact of family violence. Underpinning the service is a commitment to work within a feminist framework that acknowledges the gendered nature of violence against women and the social pattern of inequality in which violence and abuse is perpetrated.</p>	
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE	
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>		<p>The primary objectives of the role are to:</p> <ul style="list-style-type: none"> • Case manage victim survivors and children to assist them to identify their own needs and strengths • Support victim survivors to identify barriers and where appropriate, to function as an advocate • Support clients to achieve their goals and assist overcome barriers in order rebuild after experiencing family violence • Conduct intake and risk assessments and planning for ongoing safety. 	
		REPORTING RELATIONSHIPS	
		<p>This role is based at our Mt Helen Office.</p> <p>This role reports to the Team Leader - Family Violence who will provide supervision and review.</p>	

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety. • Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion. • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • Excellent written and oral communication skills (including public speaking, presentations and facilitation skills). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • Proven experience in working with families in crisis and community based support e.g. Centrelink, Family Violence Court, Child Protection, Victims Assistance. • A range of assessment, intervention and case management skills, preferably within the Family Violence sector. • A good understanding of feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women. • Knowledge of and a commitment to, working with women and children who have experienced extreme trauma. • An understanding of current legislative frameworks regarding family violence. • An awareness of religious, cultural and language issues that compound the experience of family violence. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Human Services (Welfare) or a related discipline. • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Experience working in the Family Violence sector. • An understanding of the Family Violence services sector and a knowledge of the Central Highlands Regional service system. • Knowledge of the Family Violence Protection Act 2008 and the Common Risk Assessment Framework (CRAF). • Knowledge and understanding of the application of the Child, Youth and Family Act 2007. • Ability to speak a relevant community language.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none">• Validate and value service users and their diversity.• Work directly with women and children, assisting them to identify their own needs and strengths and, where appropriate, to function as an advocate.• Provide support and understanding for women dealing with family violence and the breakdown of their relationship.• Encourage participation in the development of their plan and to encourage and assist service users to develop the use of wider community groups and activities.• Maintain adequate data file records and adhere to DHHS standards.• Undertake Case Work as allocated by the Team Leader.• Provide information and support to women re-establishing themselves in the community with particular regard to legal processes, financial and personal security, housing options, education and child care.• Facilitate relocating clients and their belongings.• Assist with, and monitor, the cleanliness, repair and presentation of all housing stock.• Attend and contribute to staff team meetings, to work as a member of that team and maintain a high standard of confidentiality.• Participate in after works/weekend on-call/re-call roster.
Other	<ul style="list-style-type: none">• Participate and/or contribute to staff development and training.• Assist in the orientation of new staff.• Work in accordance with all agreements established between Berry Street and the DHHS.• Carry out duties in such a way as to enhance the image of the program and agency.• Cooperate with other Berry Street programs in their service delivery.• Other duties as required.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional