

	Position Title: Specialist Family Violence Case Worker - RAMPS	Team: Northern Family & Domestic Violence Service (NFDVS)		Region: Northern Office: Eaglemont
	Supervisor: Team Leader, Triage and Response	Delegations and Authorities: In Line with Delegations Policy	Band: A Rem: SCHCADS Lv 6	Date Completed: September 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>The Northern Family & Domestic Violence Service (NFDVS) is the lead provider and access point for the integrated family violence service system for women and children in the Northern region. The service aims to assist women 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 violence.</p> <p>The Risk Assessment Management Panel (RAMP) is a key initiative from the Royal Commission into Family Violence (2016) to improve responses to women and children at high risk of serious injury or death from family violence.</p> <p>NFDVS leads and coordinates the provision of a well-targeted, timely, pro-active, responsive and localised approach to women and children experiencing complex, heightened and/or escaping risk of family violence and lethality. The RAMP operates a multi-agency risk assessment and case management approach to improve safety for women and children and increase the accountability of men who use violence.</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 role is solution/action focused short term case management. The role and primary function is to work closely with the RAMP Coordinators to assess the safety interventions and their effectiveness in reducing risk. The Case Worker will be an initial point of contact for case managing of RAMP referrals, monitoring and assessing until a point at which the case can be referred to longer term case management as required.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont office.</p> <p>This role reports to Team Leader, Triage and Response 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 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"> • Demonstrated experience in the provision of crisis intervention and casework with women and children from diverse backgrounds who have experienced family violence or other social crisis. • A good understanding of the gendered nature of family violence and the ability to articulate and apply a practice framework including engagement and assessment. • An ability to articulate the perpetrators pattern of coercive control. • Demonstrated ability to reflect on and analyse complex problems and provide workable solutions. • Demonstrated commitment to working collaboratively with the capacity to negotiate and liaise with other agencies, government departments and the community. • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Psychology, Welfare or related discipline. • A comprehensive understanding of the Integrated Family Violence Service System. • Knowledge of the Family Violence Protection Act 2008 and the Common Risk Assessment Framework, MARAM and the ability to share this knowledge and model systems advocacy. • Staff must hold a valid WWCC, current drivers license 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"> • Ability to speak a relevant community language.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none">• Undertake risk assessment, risk management and develop and review a comprehensive safety plan with women and their children.• Provide short term case work to a number of women experiencing high risk violence, referred to or currently open on RAMP (Hume/Moreland and North East).• Provide advocacy and referral to appropriate services (such as legal, counselling and assistance in accessing housing/accommodation services) and longer term case management.• Support the organisation of practical measures to assist women and their children to create safe environments (e.g. changing locks, material aid).• Provision of outreach support, court support, secondary consultation with relevant services, including planning and information sharing (where relevant) with Men's services.
Administration	<ul style="list-style-type: none">• Maintain concise, accurate records, including case notes, completed forms and reports as required according to program guidelines.• Maintain client files in a safe, secure place as per confidentiality policy.• Maintain accurate statistical data as required by Berry Street and DHHS.• Attend regular team meetings and other forums as required.
Program Development	<ul style="list-style-type: none">• Establish effective working relationships with partner agencies providing services and support to women and their children who have experienced family violence.• Represent the program on relevant committees, groups and networks in consultation with the Team Leader or Program Manager.• Support the RAMP Coordinators to document relevant learnings and challenges from the RAMP casework perspective.• Cooperate and participate in any evaluation processes either broadly related to family violence work or specifically regarding the project.
Other	<ul style="list-style-type: none">• Excellent written and oral communication skills.• 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.	Regular
	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.	Occasional
	Work on-call after hours.	Occasional
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	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