



POSITION DESCRIPTION

Position Title	Specialist Domestic & Family Violence Case Manager
Department/Function	Mary and Martha's Refuge
Location	Community Services
Reports To (<i>Position</i>)	Community Service Manager
Positions Reporting to this Position	Nil
Effective Date (of PD)	July 2019

Main Purpose/ Primary Objective	<p>The Specialist Domestic & Family Violence Case Manager delivers high quality case management services to women and children who have experienced and are escaping domestic and family violence within a secure refuge environment.</p> <p>Utilising specialist domestic and family violence risk and needs assessments we utilise a client-centred case management framework within a trauma-informed and whole of family approach empowering women and children, supporting their recovery and re-establishing their lives post domestic and family violence.</p>
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Key Accountabilities/Key Result Area
<p>Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:</p> <ul style="list-style-type: none">• Work with women, children and young people within an evidence-based framework of risk and needs assessments, crisis intervention, strengths-based practice, skills building, empowerment and problem solving;• Identify and assess risk and needs for women and children as individual clients in their own right;• Establish Goal Plans for women and their families in conjunction with the women, children where age appropriate and relevant multi-disciplinary stakeholders including police, legal services and other government and non-government services;• Ensure Goal Plans and supports are consistent with contemporary research and industry standards in the field of domestic and family violence;• Develop, deliver and evaluate programs / group work that assist women and their families to gain skills to assist them to re-establish themselves in the community;• Empower women to make decisions and choices about their lives and those of their children;• Assist women to build resources and connections in the community;• Provide emotional and practical support and information in relation to legal options, housing, safety, health and finance;• Work within a child focused framework, ensuring that the needs of children and young people are paramount, building the capacity of women to provide appropriately for their children's needs and reporting to statutory authorities any concerns for the welfare of children and young people whilst in residence at the refuge or extension houses;• Provide psycho-education to women in the effects of domestic and family violence on children;



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- Participate in an after-hours service (on-call for once every 2 weeks for 2 weeks);
- Assist with unit / house preparation and exits
- Maintain client records, case notes and data collection in line with policies, procedures and service agreements
- Build and maintain relationships with key stakeholders and relevant networks
- Hold a specialist portfolio as agreed with the Manager, which may change from time to time dependent on program needs, operational and strategic goals

**Key Relationships/
Interactions**

Community Services Manager, Domestic and Family Violence Specialist Case Manager, clients, sub-contract specialist services, police, courts, child safety, family services, other government and non-government organisations.

**Position
Requirements
(Knowledge and
Experience)**

- Tertiary qualifications in social work, social or behavioral sciences
- Significant experience working within community services, ideally domestic and family violence and/or the homelessness sector.
- Previous experience developing case plans for families experiencing domestic violence
- The ability to work autonomously as well as in a team environment.
- This position requires maintenance of a positive Working with Children (Blue Card) check and current Australian Driver's License.

Culture

At Lutheran Services we promote a culture that supports high and ethical performance. Our leadership team, believes a high performance culture that is characterised by:

- a learning and growing environment
- a high achievement orientation
- a sharing environment - information, resources, ideas and goodwill
- commitment to being the best we can be
- humility, fairness and openness in how we go about our work.

All within the context of acting in the best interests of Lutheran Services, and working in accordance with our Values.

Prepared By*Date*

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We certify that the content of this position description is accurate:

**Incumbent's
Signature***Date*

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Manager's Signature*Date*

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NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.