

Position Description

Specialist Family Violence Case Manager

Position	Specialist Family Violence Case Manager
Team	Men's Support Services
Role Classification	SCHADS level 6
MARAM Tier Level	Tier 1 Please refer to MARAM Responsibilities Guide for more information.
Employment Type	Full Time, Fixed-Term Contract (12 months)
Hours	38 hrs per week
Location	Frankston, Dandenong and Sandringham - Bunurong Land and Wurundjeri Land. <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Team Leader, Men's Support Services
Effective Date	September 2024

Overview of Program

The Men's Support Services team provides specialist family violence services that utilise strength-based and trauma-informed approaches to support behavioural change in Adults Using Family Violence (AUFV). The service is designed to support AUFV to take responsibility for and stop their use of violence through individual interventions, group work and case management.

Position Objective

The Specialist Family Violence Case Manager is a case management role for Adults Using Family Violence (AUFV) that supports the AUFV to take responsibility for and stop their use of violence, aims to increase the safety of victim-survivors and keep the AUFV in view of services and relevant authorities. Case Management provides an average of 20 hours of support per client and involves providing a timely individualised and tailored case management response by coordinating access to specialist services, supporting the AUFV's engagement with programs that aim to stop family violence and addresses barriers to engaging in the change process. The role will work closely with stakeholders such as the Orange Door, Corrections Victoria, Child Protection, Magistrates' Court of Victoria and Victoria Police to support referral pathways for AUFV.

Key Responsibilities

The key responsibilities include but are not limited to:

- Effectively manage a caseload of complex Adults Using Family Violence (AUFV) who may be court-mandated to engage in behavioural change interventions.
- Conduct comprehensive intake and psychosocial assessments with AUFV.
- Conduct on-going comprehensive risk assessments (including risk of self-harm) and developing safety plans to mitigate risk and ensure safety. Comprehensive assessments will be based on the Victorian Multi Agency Risk Assessment and Management (MARAM) framework.
- Provide individual case management and demonstrate effective case management practices and strategies to proactively manage risk with complex clients.
- Coordinate access to specialist services for the AUFV including completion of appropriate and timely referrals to specialist services such as Alcohol and Other Drugs (AOD), disability, mental and physical health, parenting services, financial counselling, employment, social support and housing services.
- Develop comprehensive case plans in collaboration with the AUFV, including specific goals and strategies that are relevant to their use of violence and stage of change.
- Provide interventions through a range of service delivery methods, including face to face, outreach, remote or web-based services (e.g. telephone or video-based case management sessions).

- Provide assertive outreach for difficult to engage clients and work flexibly across a range of service delivery sites in accordance with accountability and compliance standards.
- Liaise with Team Leaders, Practice Advisors and Practitioners to share information pertaining to risk, engagement and safety planning.
- Communicate with Family Safety Advocate Workers to share information pertaining to risk and ensure that case plans/interventions are responsive to the issues raised by victim-survivors.
- Use motivational interviewing and cognitive behavioural approaches with AUFV to enhance their readiness for individual and group-based interventions.
- Support the case management response to AUFV referred by the Orange Door, Corrections Victoria, Child Protection, Magistrates' Court of Victoria and Victoria Police.
- Ensure that the needs and safety of the victim-survivors take priority at all times.
- Deliver services to quality standards, complying with relevant legislation and contractual requirements.
- Maintain professional documentation and administrative systems according to program and legislative requirements, including planning and documentation of group and education programs.
- Attend regular reflective and collaborative practice groups and participate in ongoing professional development training, forums and events.

Key Selection Criteria

- Bachelor Degree in Social Work, Counselling, Psychology, or a relevant field, and/or with specialisation in Male Family Violence and meets the minimum qualifications of Rec 209.
- An understanding of the gendered nature of family violence and the ability to identify evidenced-based theories, approaches and practice frameworks that underpin family violence intervention.
- Demonstrated understanding and/or practice of effective case management practices and proactive management of risk with complex clients.
- Experience working with adults using family violence.
- Demonstrated experience undertaking psychosocial and risk assessments, formulating case plans and developing safety plans in collaboration with clients.
- Demonstrated understanding and/or practice of strength-based, trauma informed approaches that aim to motivate and influence clients and support behavioural change.
- Information technology skills, including proficiency in Microsoft Office suite and client management systems.

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family Life operates across multiple sites, therefore it is essential that all employees hold a current Victorian Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.