

# Position Description

## Case Manager

### Position Summary

<b>Position</b>	Case Manager
<b>Reporting to</b>	Refuge Manager
<b>Direct reports</b>	NA
<b>Department</b>	Service Delivery
<b>Classification</b>	SCHADS Level 5
<b>Status</b>	Part time, agreed hours include one afternoon shift per week Participate in Oncall roster
<b>Probation</b>	Six months
<b>Key relationships</b>	Internal: CEO, Director of Services, Corporate Services staff, Service Delivery staff External: Referring agencies, clients and their families and advocates, community service organisations and partners including Safe Steps, Victoria Police, regional organisations, and key stakeholders

### About Refuge Victoria

Refuge Victoria is an independent not-for-profit organisation that has grown to become one of the largest providers of specialist family violence refuge accommodation in Victoria. We support people at serious risk due to family violence, providing refuge and crisis accommodation, safety planning and management, and support to build a safer and better life.

Refuge Victoria operates three refuge facilities and 15 crisis properties, and our partnerships with community housing associations provide nomination rights to a further 35 transitional homes. We employ staff across two main refuge sites in Melbourne's east and one site in the Melbourne's west, as well as our corporate office. We are funded by the Department of Families, Fairness and Housing (DFFH) and the generous support of donors.

In accordance with Section 12 and Section 28 of the Equal Opportunity Act 2010 (Vic), we exclusively hire individuals who identify as female for service delivery roles ensuring we meet the specific needs of the women and children we support.

### Our Vision

For people escaping family violence to live safe and free.

### Our Values

#### Compassionate

We care deeply about the work we do and who we do it for.

#### Empowering

We empower people to become more confident and make informed decisions.

#### Collaborative

By working together and sharing knowledge, we continue to strengthen our culture and outcomes.

### **Integrity**

We are respectful and transparent and will always hold ourselves to account.

### **Committed**

We are committed to providing the best care and outcomes for our clients through continuous improvement of our services.

## **Our Model**

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The Refuge Victoria model is premised on a “wraparound” process of service delivery. Refuge Victoria assesses and monitors family violence risk and provides intensive, holistic and individualised care planning and case management. Our staff work alongside survivors of family violence to develop plans to support problem solving, coping skills and self-efficacy. Refuge Victoria’s exit planning is essential to our service as our clients are with us for an average of six weeks.

The Refuge Victoria philosophy of care begins with the principle of “voice and choice” where self-determination and the perspective and views of the family, including that of the child or young person. The wraparound approach places the individual and family at the centre and builds a support team around them to drive change, in conjunction with our partner agencies. A strength-based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of family violence. Services are individualised, flexible, community based and culturally competent.

## **The Role**

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Working as part of a dynamic team in collaboration with Children and Young People’s Practitioners and Support Workers, the Case Manager at Refuge Victoria has the primary responsibility to manage and deliver services for people who are experiencing family violence and are accessing Refuge Victoria services.

The Case Manager will hold a case load and be responsible for the delivery of case management support to people accessing Refuge Victoria services who are experiencing family and domestic violence, including completing intake, comprehensive risk assessment and safety plans using the MARAM (Multi-Agency Risk Assessment and Management Framework), needs assessments, case plans and reviews, exit plans, advocacy and referral to other relevant services.

The role includes the provision of advocacy and support for clients linking to community-based services including justice and legal, housing, health and wellbeing including mental health, cultural, employment and education, financial, access to material aid and court support to meet immediate needs.

The role will be rostered for one afternoon shift per week, to promote opportunities for engaging with clients and provide support to other staff working out of hours.

## Key Accountabilities

Core Responsibilities	Indicators of Success
<b>General Duties</b>	
<ul style="list-style-type: none"> <li>• Hold a case load of clients and be responsible for delivery of case management and implementation of case plans</li> <li>• Support with coordination of clients into Refuge Victoria accommodation and services</li> <li>• Undertaking risk assessment and management for all clients in program, and leading for allocated clients</li> <li>• Develop working relationships with key agencies including DFFH, community agencies and Child Protection</li> <li>• Provide support to students, support workers and casual/agency staff when required.</li> <li>• Supervision of students, in line with qualifications/experience</li> <li>• Prioritise attendance at all internal meetings, when on shift</li> <li>• Participate in Oncall roster</li> <li>• Rostered for one afternoon shift per week</li> </ul>	<ul style="list-style-type: none"> <li>• Clients engaged in case management processes.</li> <li>• Evidence of regular Care Team Meetings and assessment of all client's individual needs.</li> </ul>
<b>Client Support</b>	
<ul style="list-style-type: none"> <li>• Completing comprehensive intake and induction to clients on arrival</li> <li>• Complete comprehensive MARAM (Multiple Agency Risk Assessment and Risk Management) risk assessments and safety plans within the timeframes required.</li> <li>• Complete needs assessments and formulate case plans in collaboration with clients, including regular reviews.</li> <li>• Provision of advocacy and support for clients linking to community-based services including justice and legal, housing, health and wellbeing including mental health, cultural, employment and education, financial, access to material aid and court support to meet immediate needs</li> </ul>	<ul style="list-style-type: none"> <li>• All intake documents completed and uploaded to client files.</li> <li>• All clients have an up to date Comprehensive MARAM assessment and safety plan on file</li> <li>• All clients have an up-to-date needs assessment and case plan/ reviews on file as per policy.</li> <li>• All clients transition into safe and appropriate housing by the end of the 6- 8 week stay timeframe</li> </ul>
<b>Site Operations</b>	
<ul style="list-style-type: none"> <li>• Prepare invoices and petty cash reports for management approval</li> <li>• Reporting of maintenance issues</li> </ul>	<ul style="list-style-type: none"> <li>• All expenditure for the month is reconciled within timeframe</li> <li>• Potential OHS hazards are identified and resolved</li> </ul>
<b>Compliance and Program Development</b>	
<ul style="list-style-type: none"> <li>• Legislative compliance (including but not limited to Child Safety Standards, Social Services Standards, Privacy and Data Protection)</li> <li>• Sound understanding of and adherence to Refuge Victoria Policies and Procedures</li> <li>• Participate and contribute to organisational continuous improvement process.</li> </ul>	<ul style="list-style-type: none"> <li>• Internal and external audits demonstrate full compliance with relevant legislation and requirements.</li> <li>• Ability to work autonomously in line with Refuge Victoria Policies and Procedures</li> <li>• At least one self case file audit completed per month with any non-conformities addressed</li> </ul>
<b>Teamwork and Culture</b>	

Core Responsibilities	Indicators of Success
<ul style="list-style-type: none"> <li>Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures.</li> <li>Role model respectful and professional behaviour always including displaying initiative, honesty, fairness, transparency and accountability in line with Refuge Victoria values</li> </ul>	<ul style="list-style-type: none"> <li><b>Indicators of success</b></li> <li>Evidence of participation in team meetings and communication</li> <li>High staff satisfaction indicated in staff culture and happiness surveys.</li> </ul>
Other Duties	
<ul style="list-style-type: none"> <li>Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers</li> <li>Abide by Refuge Victoria Code of Conduct</li> </ul>	

## Key Selection Criteria / Position Requirements

<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>hold a Bachelor of Social Work or other equivalent qualification.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Experience working in the Family Violence sector.</li> </ul>
<b>Previous Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>An understanding of relevant theories and practice frameworks that relate to Family Violence, therapeutic interventions, case management and support services</li> <li>Case Management Experience with particular skills in responding to mental health, disability or Alcohol and Drug issues</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Experience in delivery of responding to women and children experiencing Family Violence</li> <li>Knowledge of the Multiple Agency Risk Assessment and Management (MARAM) framework</li> </ul>
<b>Required Knowledge &amp; Skills</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Highly developed organisational skills and ability to prioritise competing demands</li> <li>Excellent communication skills</li> <li>Demonstrated knowledge, experience and skills in, intake and assessment, case planning in relation to family violence, service provision, safety planning, managing a case load and client advocacy</li> <li>Problem solving capabilities evidenced by seeking relevant information, liaising with stakeholders, analysing issues, seeking different perspectives,</li> </ul>

	<p>identifying and progressing workable solutions, and implements and evaluates outcomes.</p> <ul style="list-style-type: none"> <li>• Able to take on a leadership/support role with less experienced staff</li> <li>• Able to establish effective working relationships with partner agencies and key stakeholders providing services to women experiencing family violence and homelessness</li> <li>• Incorporate a strength based and trauma informed practice approach, and work from a feminist perspective</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Proven ability to function both independently and as part of a team</li> </ul>
<b>Personal Attributes &amp; Values</b>	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Strong communicator</li> <li>• Self manages and able to identify self-care strategies to reduce stress and manage vicarious trauma</li> <li>• Seeks guidance and support from manager when required or where high risk identified</li> <li>• Self-motivated to seek out information, supports and resources</li> </ul>

## Our Commitment to Child Safety

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Refuge Victoria is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at RV has a role to play in keeping children and young people safe and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

## Our Commitment to Health, Safety and Wellbeing

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Refuge Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

### All Refuge Victoria employees are required to:

- Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including FreshDesk entry) and actively participate in hazard elimination where required.
- Contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- Foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.
- Participate in relevant health and safety training and inductions based on roles and responsibilities.
- Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors.

## Immunisation

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You are required to maintain appropriate levels of immunisation in accordance with Refuge Victoria workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors.

## Our Commitment to Inclusion

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Refuge Victoria strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:

- Aboriginal and Torres Strait Islander
- LGBTQI+
- People with disabilities
- People from diverse cultural and linguistic backgrounds
- People of all ages
- People with caring responsibilities
- People with diverse religious beliefs or affiliations.

### **All Refuge Victoria employees, contractors and volunteers are required to:**

- Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager
- Participate and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

### **In addition, the responsibilities of managers are to:**

- Identify and develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies and procedures
- Identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- Collaborate around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group and RAP Committee
- Participate in the development and implementation of inclusion events and strategies
- Role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

## Employment Screening and Required Documents

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Refuge Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- An Australian Criminal History Check
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last 10 years
- a Current Employee Working with Children Check
- Full Victorian Drivers Licence
- Proof of COVID vaccinations.

## Pre-Existing Injury

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Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.

## Employee Position Declaration

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I have read and understood the requirements and expectations of the above position description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the key accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

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