

## Position Description

<b>Position:</b>	<b>Relief Worker – Duty and Case Management</b>
<b>Program:</b>	Women’s and Children’s Family Violence Support Program
<b>Reports to:</b>	Team Leader - Case Management
<b>Hours:</b>	Casual ( <i>as negotiated</i> )
<b>Classification:</b>	as per SCHCADS award

<b>OUR VISION</b>	<b>OUR MISSION</b>	<b>OUR VALUES</b>
Safety, equality and opportunity for all people	To promote respectful relationships through services which enhance the safety, autonomy and wellbeing of women and children	The organization works from a feminist perspective and values; Innovation, Integrity, Respect and Trust

### TURNING POINT: our collective spirit 2015:

**RESPECTIVE SUPPORTIVE INCLUSIVE CULTURALLY SAFE STIMULATING FLEXIBLE**

*More of:* Directness, Forgiveness, Trust, Tolerance, Acceptance

*Less of:* Negativity, Taking things personally, Assumptions, Undermining

### BUILDING BETTER ORGANISATIONS

#### MAKING OUR CULTURE VISIBLE

**The 4 pillars:** Empathy, Clarity, Engagement and Learning

Understanding and use of all processes and tools relating to the BBO Quality Improvement Project

Participating in the BBO processes to ensure client needs are met with a healthy and sustainable workforce.

### Position Context:

The Central Highlands Women’s Collective (CHWC) began in 1983 with the premise that women have the strength to change the world. At the outset the Collective identified the need to name women’s experience of family violence as essential in challenging community attitudes condoning violence against women. They sought to shine a light on the gendered nature of family violence.

Funding was received in 1988 for ‘The Women’s Resource Information & Support Centre’ (WRISC). In the 1990’s funding was specific to provide family violence outreach support (agencies historically supporting the work of women’s refuges). The Collective, comprising personnel and non-personnel community members, managed WRISC under a flat structure until 2006. A new hierarchal staffing structure was then adopted. An Executive Officer and Business Manager were appointed. A new constitution was drafted to reflect the changed organisational structure and passed by members in October 2007. A board of governance was elected in November 2007.

WRISC Family Violence Support is a non-profit organisation funded in the main by the Department of Health and Human Services. WRISC provides a range of services for women and children living in or escaping from situations of family violence. Services include information, referral, advocacy, support, women’s and children’s support groups and children’s counselling. The WRISC office is located in Ballarat and services are offered across the Central Highlands region of Victoria including the shires of Ballarat, Hepburn, Moorabool, Pyrenees and Golden Plains. Services are provided on an outreach basis (including outreach offices and home visits) and at the WRISC office. WRISC is a member of the Grampians Integrated Family Violence Committee and our services are delivered within an integrated service system working closely with police, courts and other agencies.

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### Position Background

The Women and Children’s Family Violence Case Management Program aims to assist women and children who are victims of family violence to receive the most appropriate and timely service. Case management services involve a variety of options including allocation to case management, intensive case management, safety planning, Common Risk Assessment Framework (CRAF), short term support and outreach services.

### Position Objectives:

- Assess and respond to the diverse needs of women and children affected by family violence
- To provide case management support for clients to achieve their goals and aspirations
- To advocate for the wellbeing of women and children in the wider community and service system

## MAIN DUTIES AND RESPONSIBILITIES

### 1. Service Delivery

Deliver client directed family violence services within in a case management framework including intensive case management:

#### Case Management:

- Provide women with information about their rights and responsibilities as a client of the organisation and the services available at WRISC.
- Undertake risk assessment, safety planning and implement risk management strategies, adhering to relevant practice standards and legislation.
- Provide specialist information and advice for women and children regarding family violence and its associated harm; as well as present the range of options, services and resources available to them to promote their rights and safety, and to redress the harm and disadvantage associated with violence. Provide active referral to other services as appropriate.
- Provide holistic Case Management and negotiate and implement a service agreement/case plan in collaboration with women and their children centered on their goals and aspirations supporting safety and stability.
- Provide crisis intervention when required and prioritise safety for all concerned in the response.
- Work closely and effectively with court, police, child protection and other services as part of an integrated response to family violence. Attend client related meetings and case conferences as required.
- Advocate for women and children to negotiate the service system effectively and redress the harm caused by family violence and gender based discrimination.
- Advocate for and support women at the Magistrates Court including preparation for court, facilitating access to court resources and support, provision of information about court process and procedures, supporting women to access legal advice.
- Advocate for and support women at the Family Court (or Federal Magistrates Court) as described above.
- Advocate for and assist women secure private rental and other housing options as appropriate.
- Maintain client and workplace confidentiality at all times with the exception of duty of care and other legal requirements.

- Report serious and imminent concerns of safety for clients, staff or others to a senior worker/supervisor or manager and implement responses as required and in a timely manner.
- Report critical incidents to a senior worker/supervisor or manager and implement responses as required and in a timely manner.
- Perform all service delivery duties in accordance with WRISDC workplace requirements and guidelines, professional practice standards and professional code of ethics.
- Demonstrate cultural sensitivity and professional conduct in response to client diversity, and provide appropriate cultural support through secondary consultation and co-case management with culturally specific services.
- Community education and/or co-facilitation of women's and children's therapeutic support groups may be negotiated as part of duties.

## **2. Client Data Recording**

- Maintain accurate client records completed in a professional and timely manner adhering to privacy principles and relevant procedures and work instructions.
- Collect and maintain client data for monthly reporting, adhering to the privacy principles, SHIP guidelines and organisational work instructions.
- Assist in the maintenance and accurate upkeep of resource files, brokerage spread sheets and databases.
- Set priorities, plan and organise own work.

## **3. Teamwork and Communication**

- Maintain a professional manner in all aspects of communication with clients, colleagues, stakeholders and the broader community.
- Work cooperatively and harmoniously with others to achieve team and organisational goals.
- Prepare for and positively participate in team, staff and group meetings as required.
- Promote a positive image of WRISC to members of the community through professional standards of personal presentation, behaviour and accountability.
- Represent WRISC on external networks and committees as negotiated.

## **4. Continuous Improvement and Risk Management**

- Be aware of, and apply to practice the organisations strategic vision, values and directions and abide by the code of conduct.
- Perform all duties in accordance with organisational policies, procedures and work instructions.
- Undertake quality improvement activities as appropriate to the position and ensure own work practices comply with relevant legislation and quality standards.
- Contribute to team work plans and ensure own work outcomes are achieved.
- Identify occupational health risks and hazards, and contribute to a safe work environment.
- Actively participate in the risk management process appropriate to the position. For all types of risk, a comprehensive risk management process will be followed. This involves:
  - Identifying potential risks
  - Assessing the likelihood of risks and consequences of losses

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- Choosing how to control, avoid, eliminate or minimise risk through strategies, processes and policies.

#### **5. Personal and Professional Development**

- Demonstrate reflective and evidence based practice to support improved outcomes for women and children through positive participation in supervision, case discussions, evaluation and feedback processes, and training.
- Actively participate in regular individual and group supervision, and debriefing as required.
- Develop self-care strategies and monitor the effects of the work in supervision accessing available organisational support as required.
- Negotiate in supervision annual work and training plans to achieve organisational goals and undertake performance appraisal processes in line with WRISC's performance management program.
- Attend training, conferences and forums provided by the organisation.

## KEY SELECTION CRITERIA

### Essential

1. Tertiary qualifications in social work, community services or related discipline; and relevant case management experience (including volunteer &/or work experience placements) in the family violence and/or community services sector.
2. High level of knowledge of the causes and context of family violence (theory), its impact on women and children; and skills to respond (practice) to address same.
3. Demonstrated ability to use initiative and judgement providing quality client services within a case management framework – supporting clients to achieve their goals and aspirations. Experience within a family violence work context is preferable.
4. Demonstrated ability to provide culturally sensitive practice, inclusive of the needs and context of Indigenous, CALD and other diverse communities.
5. High level of interpersonal skills to work respectfully and effectively within a team and in collaboration with other professionals and organisations.
6. Highly developed administrative skills to create and maintain client records including sound computer skills - proficient in Microsoft Office Suite. Experience in report writing desirable.
7. Considerable experience in the development of effective and collaborative working relationships with other agencies in a service network

### Conditions of Employment

- The successful applicant will be required to undergo satisfactory pre-employment checks, including three referees, a criminal records check (entails proof of identity), working with children check and proof of qualifications.
- The successful applicant will be expected to have a current Victorian driver's licence.
- Employment is subject to a three month probationary period.
- A pre-employment health declaration is required.
- Terms and conditions of employment are based on the Social, Community, Home Care and Disability Service Industry Award 2010.

**Description of Work Activities/Environment**

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographical and office locations and other settings (e.g. schools).	Regular
	Work in unstructured environments (e.g. home visit).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan or shared office space.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	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.	Occasionally
	Support and participate with clients in recreational activities (e.g. camping, gardening).	Occasionally
	Participate in team development/building activities.	Regular
	Fluorescent lighting.	Daily
<b>Manual Handling</b>	Undertake minimal manual handling such as lifting of equipment which would be of varying weight and size (e.g. child car seats, books and resources).	Regular
<b>Administrative tasks</b>	Computer work, filing, writing reports, case notes/plans and client records, participate in meetings, concentrating for long periods of time, managing resources and budgets and researching and analysing information and data.	Daily
<b>Technology</b>	Use technology including photocopier, telephones, mobiles, fax, laptop, projectors, televisions, video, electronic whiteboards, security and duress alarm systems.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Use public transport including trains, buses, trams and taxis.	Occasionally

WRISC Family Violence Support Inc. employs only women as permitted under S.28 of the Equal Opportunity Act 2010.

**Full name:** .....

**Signature:** ..... **Date:** .....

**Line Manager:** ..... **Date:** .....

**Return a copy to the Business Manager**