

POSITION TITLE:	Case Management Team Leader
POSITION LOCATION:	Warrnambool – travel throughout the Wimmera South West DHHS region and to Melbourne may be required
CLASSIFICATION:	Social, Community, Home Care and Disability Industry Award 2010. Level 6 – Pay Point dependent on skills and experience
TEAM:	Client Services
EMPLOYMENT:	Full Time

OUR ORGANISATION

Emma House Domestic Violence Services Incorporated (EHDVSI) was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

EHDVSI is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

ROLE CONTEXT

The Case Management Team Leader is a practice leadership position within Emma House reporting to the Manager Client Services.

The Case Management Team Leader is responsible for providing practice leadership on risk assessment, risk management and planning for family violence, and providing expert advice to staff in relation to complex family violence cases and perpetrator interventions. The Case Management Team Leader will proactively build specialist evidence-based family violence knowledge and capability across the workforce and provide supervision and support to staff in the Case Management Team.

PRIMARY PURPOSE OF THE ROLE

As a member of the Leadership Team, the Team Leader is responsible for the provision of high quality, service delivery to the service users of EHDVSI. The position will take a leadership role in the management and support of team members, and represent the organisation in its relationships with other stakeholders as required. The Team Leader is required to demonstrate a solid understanding of the principles and practices relevant to the Family Violence sector and have a strong clinical background. The role is pivotal in the supervision and support of team members to ensure high quality service provision to clients and in compliance with our funding requirements.

REPORTING RESPONSIBILITIES

As well as a direct relationship with the Manager Client Services this role is expected to foster and develop functional relations with the EHDVSI Executive Officer, EHDVSI Executive Team, EHDVSI staff and external stakeholders.

KEY RESPONSIBILITIES

Leading and supporting family violence practice by:

1. Provide daily specialist family violence support and supervision to Case Management practitioners.
2. Support practitioners to conduct case management, risk assessment and safety planning for victim survivors in accordance with MARAM practice guidance.
3. Provide operational support to the Practitioners including monitoring team performance, practice and case supervision and support.
4. Development of team plan in conjunction with the Manager of Client Service.
5. Provide specialist secondary case consultation and technical input on family violence cases.
6. Work with the leadership team to build capability within the service to deliver specialist family violence responses to victim survivors, children and families, informed by client experience and in line with the Practice Framework, standards and relevant legislative frameworks (including the Children, Youth and Families Act 2005 and Child Wellbeing and Safety Act 2005)
7. Ensure services are accessible, culturally responsive, and inclusive, and have processes in place to identify and meet the needs of diverse communities and age groups, as well as refer to targeted services if victim survivor prefer this.
8. Work collaboratively with external stakeholders to connect victim survivors with the most appropriate service providers, including but not limited to local social housing and specialist homeless services, police and emergency services, specialist sexual assault services, and mental health services.
9. Ensure compliance with current legislation, standards and frameworks (MARAM, FVISS, CISM, CISS, DVVIC code of Conduct for FV Case Management).
10. Lead, mentor and develop staff in family violence practice.
11. Contribute to reflective practice
12. Work collaboratively with the RAMP coordinator to support multi-agency responses to people referred for RAMP.
13. Keep accurate and complete records of your work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.
14. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.
15. Participate in roster for agency On Call system
16. The Team Leader may be required to co-work cases to support junior staff
17. Support the leadership team with the growth of Emma House and specialist Family Violence services provided.
18. Other duties as required and negotiated.

Child Related Precautions

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before working with children. Screening occurs via the mandatory Working with

Children Check Act (2005), whereby all employees must have received a satisfactory assessment before employment can be confirmed, a satisfactory police record check, the interview process, whereby an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's history regarding working with children

Other

EHDVSI acknowledges **Aboriginal and Torres Strait Islander people** as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

EHDVSI actively values and **promotes diversity and is committed to being inclusive and respectful to all**. We welcome application from women and people who identify as women who are Aboriginal, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities.

Risk Statement: Risk management is a core component of EHDVSI governance arrangements and compliance across the organisation supports the Board, committees and senior management in their strategic and governance roles. Staff have an important role in contributing to, and applying effective risk management within their area of influence.

QUALIFICATIONS, EXPERIENCE AND ABILITIES REQUIRED TO FULFILL THE ROLE

Knowledge and Skills

- Understanding of relevant legislation and practice frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS) and the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM).
- A strong awareness of the life cycle stages in a family violence context, including social, historical, political, legal, cultural and organisational/systems impacts on victim survivors and perpetrators of family violence.
- Demonstrated understanding of intersectionality as it relates to diverse and marginalised populations and their experience of family violence.
- Extensive experience in undertaking comprehensive risks and needs assessments and risk management responses (safety planning) for victim survivors.
- Demonstrated experience working with women presenting with complex needs and behaviours (e.g. trauma, substance abuse, mental health, parenting issues, disability) and/or from Culturally and Linguistically Diverse (CALD) or Indigenous backgrounds
- Demonstrated ability to use a trauma-informed approach to practice that demonstrates belief, respect, and valuing of knowledge, culture and lived experience.
- Demonstrated ability to engage in reflective practice when working with victim survivors to ensure that service provision is ethical, respectful and culturally safe.
- Demonstrated ability to manage personal values, prejudices and biases when working with victim survivors and perpetrators.
- Demonstrated ability to establish effective working relationships with clients and a range of stakeholders/service providers.
- Demonstrated commitment to personal professional development including knowledge of the Royal Commission into Family Violence Recommendations and the broader impact of the current reforms on the family violence sector.

- Experience in preparing written reports, maintaining records, including case notes and database reporting.

Personal Qualities

- Demonstrated high levels of resilience and ability to work in a changing and demanding environment – employing effective engagement strategies with colleagues and clients in times of crisis.
- High level interpersonal and communication skills, advocacy, negotiation, and conflict resolution skills.
- Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external.
- Proven ability to work both independently and within a team environment.
- Proven ability in leadership and managing a team.
- Provide ability to work with a high level of initiative and autonomy.

***Minimum mandatory qualifications requirements**

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- are considered EXEMPT under the policy
OR
- hold a Bachelor of Social Work or other equivalent qualification
OR
- have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.
OR
- hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

AUTHORISED BY:

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POSITION: Quality Compliance Manager
DATE: October 2021