



**Position Title:** Senior Case Manager - Strengthening Risk Management Program

**Team:** Family & Domestic Violence Service

**Region:** Western

**Supervisors:** Program Manager, Family Violence

**Delegations and Authorities:**  
In Line with Delegations Policy

**Band:** B

**Date Completed:** 9 November 2017

## ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p><b>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</b></p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>The Western Family &amp; Domestic Violence service is an entry point for Police Referrals covering the Victoria Police Western Division 3 areas, which includes: Ballarat, Moorabool, Pyrenees, and Hepburn. The service provides a range of support services to women and their children who have experienced Family Violence, including an After Hours Crisis service across the Grampians Region.</p> <p>Victorian Strengthening Risk Management Program</p> <p>The Strengthening Risk Management program is a key initiative to improve responses to women and children at high risk of serious injury or death from family violence. Key components of the program include the Risk Assessment and Management Panels,</p> <p>A Risk Assessment Management Panel (RAMP) is a formally convened meeting of several key agencies and organisations at a local level. RAMP meetings are regularly convened to comprehensively and collaboratively assess the safety of highest risk victims of family violence, and to develop coordinated Action Plans for participating agencies to undertake to keep women and children safe, and to increase perpetrator accountability.</p>
<b>OUR VALUES</b>	<b>PRIMARY OBJECTIVES OF THE ROLE</b>
<p><b>Berry Street expects all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> To be the best we can be and to never give up</p> <p><b>Integrity:</b> Expect a personal and organisation commitment to honesty</p> <p><b>Respect:</b> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><b>Accountability:</b> Be responsible for our own actions</p> <p><b>Working Together:</b> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>The Senior Case Manager role is solution/action focused case management for up to 8 weeks. The role and primary function is to work closely with the High Risk Coordinator to assess the Safety interventions and their effectiveness in reducing risk. The case manager will be an initial point of contact for RAMP referrals to monitor and assess until a point at which the case can be referred to longer term case management.</p>
	<b>REPORTING RELATIONSHIPS</b>
	<p>This role is based at our Mt Helen office. It is part of the broader Family &amp; Domestic Violence Team which also includes Intake, Court Support, Crisis Response and After Hours Crisis service.</p> <p>This role reports to the Program Manager, Family Violence who will provide supervision and review. This role has no direct reports at this time; the role is part of the existing Family Violence Team and SRM High Risk Response team members. The role may have some duties as a Senior staff member across the broader team.</p> <p>This is a fixed term position until January 2019.</p>

## KEY SELECTION CRITERIA

- Demonstrated experience in the provision of crisis intervention and casework with women and children from diverse backgrounds who have experienced family violence.
- A good understanding of the gendered nature of family violence and the ability to articulate and apply a practice framework including engagement and assessment.
- Demonstrated ability to assess and manage situations where women have been identified as experiencing high and/or escalated levels of risk of family violence.
- Demonstrated ability to reflect on and analyse complex problems and provide workable solutions.
- Demonstrated experience and knowledge of working with women, infants, children, adolescents and men from culturally diverse communities.
- Demonstrated commitment to working collaboratively with the capacity to negotiate and liaise with other agencies, government departments and the community.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

### QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Psychology, Welfare or related discipline.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

### DESIRABLE

- A comprehensive understanding of the Integrated Family Violence Service system.
- Knowledge of the Family Violence Protection Act 2008, and the Family Violence Common Risk Assessment Framework (CRAF).
- Experience in FV casework, including client advocacy, complex client work and an understanding of High Risk impacts on women and their children.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Triage all Police referrals daily to identify High Risk referrals, assertively attempt to engage with the women identified as High Risk including where necessary visits with police.</li> <li>• Consult with the High Risk Coordinator on a daily basis about new referrals and current High Risk clients.</li> <li>• Undertake risk assessment, risk management and develop and review a comprehensive safety plan with women and their children taking into account the ongoing relationship the father may have with the family.</li> <li>• Seek consent from women who are eligible to be referred to RAMP, giving them information and explanations of processes and outcomes.</li> <li>• Where possible include the Coordinator in face to face appointments so the woman is aware of the role and purpose of the program and the RAMP.</li> <li>• Provide advocacy and referral to appropriate services (such as legal, counselling and assistance in accessing housing/accommodation services).</li> <li>• Represent women and their children at RAMP meetings to ensure their needs, safety and interests are presented and provide reports to the RAMP as required.</li> <li>• Support the organisation of practical measures to assist women and their children to create safe environments (e.g. changing locks).</li> <li>• Provision of intake, court support, secondary consultation with relevant services, including planning and information sharing (where relevant) with Men's services.</li> <li>• Provide case management, coordinating a casework plan from initial contact, assessment, case planning and review through to exit planning with women and their children.</li> <li>• Work creatively to maintain the engagement and contact utilising brokerage and safe places to meet with innovative and flexible approaches.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Maintain concise, accurate and legible records, including case notes, completed forms and reports as required according to program guidelines.</li> <li>• Maintain SHIP data and information systems to ensure current and accurate assessment of risk and actions/interventions is readily available.</li> <li>• Maintain client files in a safe, secure place as per confidentiality policy.</li> <li>• Contribute to RAMP data and evaluation information as required by the Coordinator</li> <li>• May be required to attend RAMP meetings and take minutes.</li> <li>• Maintain accurate statistical data as required by Berry Street and DHS.</li> <li>• Attend regular team meetings and other forums as required.</li> <li>• Undertake other duties as directed.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Establish effective working relationships with partner agencies providing services and support to women and their children who have experienced family violence.</li> <li>• Participate in local, regional and state-wide meetings or networks to advocate regarding the issues confronting women who have experienced family violence in consultation with the Program Manager.</li> </ul>

	<ul style="list-style-type: none"> <li>• Represent the program on relevant committees, groups and networks in consultation with the Project Coordinator</li> <li>• In conjunction with Strengthening Risk Management Team members, undertake program promotion, presentations and community education and training activities to other relevant groups.</li> <li>• Support the Project Coordinator to document relevant learnings and challenges from the project.</li> <li>• Cooperate and participate in any evaluation processes either broadly related to family violence work or specifically regarding the project.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Berry Street supports White Ribbon, Australia’s campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.</li> <li>• Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.</li> </ul>

## CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. This position is fixed term until January 2019.
3. You will initially be employed at our Mt Helen Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
4. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
5. The base salary for this position is SCHCADS 6, PP1 which is \$73,645.52 under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
6. This position comes with full private use of a vehicle.
7. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
8. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
9. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identity and qualifications.
10. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
11. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
12. Berry Street has a smoke-free workplace policy.

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

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 geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Occasional
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Occasional
	Sit at a computer or in meetings for extended periods	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
	<b>People Contact</b>	Work with clients who may have a physical or sensory disability
Liaise with government, non-government and community organisations		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.		Regular
Facilitate access to specialist, generic and community services		Daily
Undertake training and professional development activities.		Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional