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Role description

Role Title	Domestic and Family Violence Case Manager
Team	SHINE
Location	Jimboomba
Classification Level	5
Reports to	Program Manager

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community, and recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The Domestic and Family Violence Case Manager walks alongside women experiencing domestic and family violence, abuse, and coercive control to enhance their safety and well-being through case management and education. The Case Manager will resource women to thrive in a future free of violence and abuse.

Key accountabilities

Service delivery

- Case management to address the safety and wellbeing of victim-survivors of domestic and family violence:
 - On-going assessments of lethality and risk.
 - Developing, implementing, and reviewing safety plans.
 - Assessing the needs of women and children.
 - Provide information and facilitate access to resources and services to address health, parenting, financial, employment support, legal, and other counselling needs. This may include meeting with clients in a safe location in the community and providing transport to access services.
 - Supporting women and children's access to safe accommodation.
 - Explore ways to increase property security.
 - Alongside the client, develop a case plan and goals to increase safety, reduce impact and recover from domestic and family violence. This may include advocacy to resource women in their future including EVP, Victims Assist applications, Victims Register, housing applications, relevant support letters, etc.
- Empowerment through psychoeducation:
 - Enhance women's knowledge and understanding of domestic abuse and trauma and its impact on parenting, attachment and relationships.
 - Explore how women's experiences of abuse stops them from taking steps towards greater safety.
 - Strengthen women's confidence to THRIVE in their future free of violence and abuse.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.
- Work effectively with the Scenic Rim High Risk Response (SR HRR), Logan High Risk Team (HRT) and Integrated Service Response (ISR) to ensure an integrated response to domestic and family violence that is demonstrated by clear and consistent referral pathways, protocols and joint local initiatives.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.
- Actively consult with line management to share high risk concerns, and for risk management discussion/ plans which includes plans to meet clients in safe locations outside of the YFS office.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of a Child Safe Organisation.

Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

Knowledge and experience specific to the role

- Evidence of a Domestic and family violence framework underpinned by a gendered perspective of men's violence against women which considers DFV as both a manifestation and driver of unequal power.
- Knowledge, skills, and proven case management experience in empowering women experiencing domestic and family violence, abuse, and coercive control through a trauma informed framework to increase safety and wellbeing.
- Demonstrated successful engagement with women in crisis, embedding risk assessment and safety action planning in case management and advocacy.
- Understanding of the impact of domestic violence and abuse on women and children, attachment, and parenting.
- Working knowledge of the Domestic and Family Violence Protection Act 2012 and knowledge of court and legislative proceedings as they relate to the Act.
- Demonstrated understanding of *The Domestic and family violence services practice principles, standards, and guidance*, *The Domestic and Family Violence Information Sharing Guidelines* and *The Common Risk and Safety Framework* including risk and lethality indicators.
- Understanding of the cultural considerations and differences in engaging First Nations women and women from Culturally and Linguistically Diverse backgrounds experiencing domestic and family violence, abuse, and coercive control.
- Ability to work with a sense of urgency and manage a high workload.
- Effective written communication skills to write correspondence and prepare short reports.

- Demonstrated organisational skills to plan and prioritise work efficiently and effectively (to achieve targets), and to manage competing demands and priorities.
 - Teamwork skills with the ability to contribute to a productive, positive, and harmonious team.
 - Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.
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Other role requirements

- Work out of hours when required to respond to client needs (e.g. to support women and children's access to safety)
 - Current Queensland C Class driver licence
 - Current First Aid Certificate, or ability to obtain
 - Current Positive Notice Blue Card
 - Current National Police Check.
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Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.