



<b>Position title</b>	Family Violence Case Manager
<b>Group</b>	Individual Support Services
<b>Employment status</b>	Full (1.0FTE) or part time (0.8FTE), Ongoing
<b>Salary Range</b>	As per SCHCADS Award
<b>Position reports to</b>	A/Co Manager Individual Support Services
<b>Location</b>	292 Hoddle Street, Abbotsford
<b>Delegation</b>	There are no direct reports or financial delegation associated with this role

### Organisation environment

Djirra<sup>1</sup> is an Aboriginal Community Controlled Organisation (ACCO) that works towards a future where all Aboriginal women are strong, safe, independent, healthy and positive in their lives, culture and communities. All Djirra's work is designed by and for Aboriginal women and is deeply respectful of and connected to community. Self-determination is the foundation of everything we do: it is Our Cultural Way.

Djirra's vision is to provide high quality culturally appropriate services for Aboriginal women in Victoria who have experienced or are experiencing family violence.

We are committed to ending family violence against Aboriginal women and their children through holistic and culturally safe specialist services, prevention programs and advocacy for change. Our services have state-wide reach.

Djirra offers a range of services including:

- **Holistic and culturally safe legal and non-legal** support to Aboriginal people, particularly women, who experience family violence or sexual assault. Each client is assisted by a lawyer and support worker who together address the multitude of interrelated legal and non-legal issues our women face. Legal advice and representation is provided on intervention orders, child protection, family law and victims of crime assistance.
- **Individual Support Services** is a program of Djirra which provides culturally safe, trauma informed support to Aboriginal women requiring personalised short or longer term interventions to assist in achieving a safe and stable environment for them and their children. Individual Support Services comprises case management with brokerage, face-to-face and phone counselling and an after-hours support line.
- The **Koori Women's Place (KWP)** provides wrap-around support and works to build trusting relationships with Aboriginal women through our shared connection to culture. Aboriginal women can be referred for an appointment, walk into our space or book into a workshop. Mainstream and Aboriginal service providers are available for appointments within the safety of the KWP.
- Our **community education and engagement programs** provide support for women through personal support and empowerment programs.

Djirra also offers a range of workshops in Melbourne and regional areas:

- **Sisters Day Out®** is a wellbeing workshop where Aboriginal women support each other, get information about legal rights and options, and engage with mainstream and Aboriginal support services.
- **Dilly Bag** is a four-day residential program that draws on cultural principles to promote healing.
- **Young Luv®** is designed for young Aboriginal women aged 13 to 18 and focuses on promoting healthy relationships.

<sup>1</sup> Djirra is the Woiwurrung word for the reed used by Wurundjeri women for basket weaving. Traditionally, when women gathered to weave, important talks took place and problems were solved. Djirra symbolises Aboriginal women today, still coming together to share stories, support each other and find solutions.



### Role purpose

The Individual Support Services team provides intensive support services to Aboriginal women who are experiencing or have experienced family violence and are at risk of further harm. The team's interventions range from short-term crisis responses to longer-term intensive case-management. The team is also responsible for the provision of financial support to Djirra clients who fit the criteria via the Brokerage Program.

Working under the supervision, Case Managers will support Aboriginal and Torres Strait Islander women and their children, often presenting with multiple and complex needs, to achieve safety, stability and resilience from family violence, and to heal from the trauma they experience. The person in this role will provide client-centred, strength-based casework, utilising the Multi Agency Risk and Assessment Management Framework (MARAM) through a trauma-informed lens.

### Key accountabilities / duties

- Work collaboratively as a member of the case-management team to provide culturally safe support to Aboriginal and Torres Strait Islander women and their children who are experiencing family violence or have experienced family violence and are at risk of further harm.
- Undertake comprehensive risk assessment, case planning, risk management and safety planning of women and children in line with the MARAM framework.
- Work collaboratively with other ACCOs, specialist family violence services and other agencies to jointly provide services to women and their children when necessary.
- Facilitate access and referrals for Aboriginal women and their children to other ACCOs, specialist family violence services or other support services (e.g. mental health, housing, alcohol and drug services etc).
- Ensure the maintenance of appropriate documentation including case notes, correspondence and reports to facilitate quality service delivery and accountability.
- Comply with relevant legislation, policies and procedures.
- Participate in regular network meetings, working groups and forums relevant to the work of ISS.
- Participate in regular supervision, team meetings, reflective practice and professional development.
- Develop a close collaborative working relationship with professionals from Djirra's programs and external agencies.
- Conduct assessments, in the context of case plans, to determine eligibility for Family Violence Flexible Support Packages, and administer the packages.
- Undertake other duties as directed.

### Key selection criteria

- Demonstrated extensive knowledge and understanding of the Victorian Aboriginal community, particularly in relation to the impact of family violence on Aboriginal women.
- Knowledge of family violence within an Aboriginal cultural framework which preferences the experiences of Aboriginal women, including how this is utilised to understand and respond to the gendered nature of violence against Aboriginal women. Aboriginal women with relevant skills and experience are encouraged to apply.
- Demonstrated commitment and ability to engage and work effectively with disadvantaged women experiencing family violence.
- Direct experience working in a family violence setting, including a detailed knowledge of the CRAF and/or MARAM framework is desirable.
- A demonstrated understanding of the issues involved in working with Aboriginal women, families and communities.

#### Highly Desirable

- Direct experience in working with Aboriginal clients who are at risk as a result of trauma.
- A comprehensive understanding of the determinants, dynamics and impact of violence against women from a feminist intersectional evidence base.
- Knowledge of the current family violence service system policy and legislative context




<b>Competency</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience of family violence service delivery with diverse communities</li> <li>• The ability to apply a flexible, non-judgemental and empowering approach to service delivery.</li> <li>• Demonstrated ability to work independently and as a collaborative team member in a challenging environment.</li> <li>• A flexible and positive approach to working hours, which may require some shift and after hours work at times.</li> <li>• Demonstrated competencies in the application and use of Microsoft work applications and other data systems.</li> <li>• Ability to pick up new systems, including external portals, for example SHIP used for compliance reporting.</li> <li>• Demonstrated interpersonal skills, sound verbal and written communication skills. Ability to prepare reports, submissions and other relevant documents.</li> <li>• A thorough understanding of the issues relating to confidentiality and mandatory reporting provisions.</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• PC skills, including familiarity with MS suite of tools and databases.</li> </ul>

<b>Qualifications / Experience</b>	
<ul style="list-style-type: none"> <li>• At least 2 years' experience in the family violence sector, preferably with Aboriginal and Torres Strait Islander women would be highly regarded.</li> <li>• Tertiary qualifications in Social Work, Community Development or related discipline</li> <li>• A current Working with Children Check Card</li> <li>• A current Police Check</li> <li>• A current Victorian Drivers License</li> </ul>	

<b>Workplace health and safety</b>	
<p>Djirra is committed to providing and maintaining the health and safety of its employees.</p> <p>All staff at Djirra are expected to champion proactive and positive health and safety practices in the workplace and when working offsite by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner. Staff are encouraged to undertake related training eg – First Aid training, Fire Warden, etc.</p> <p>Information about these policies are contained in Djirra's Human Resources Policy Manual.</p>	

<b>We are a Child Safe Organisation</b>	
<p>Djirra is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Djirra is subject to a satisfactory Australian Criminal History Check and an <i>Employee Working With Children Check</i> (in Victoria).</p> <p>An International Police Check will also be required if you have resided continuously in an overseas country for 12 months or more in the last ten years.</p>	

<b>Other important information</b>	
<p>Djirra employees and volunteers are required to act in accordance with Djirra's values and behaviours of:</p> <ul style="list-style-type: none"> <li>• respect for people and culture</li> <li>• trust</li> <li>• integrity</li> <li>• resilience; and</li> <li>• empowerment</li> </ul> <p>Djirra's employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to:</p>	

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- Code of Conduct Policy
  - Occupational Health and Safety Policy
  - Social Media Use Policy
  - Privacy Information Policy
  - Conflict of Interest Policy
  - Volunteer Policy

Information about these policies are contained in Djirra's Human Resources Policy Manual.

All Djirra workers - including employees, volunteers, contractors, and students on placement - must either:

- be fully vaccinated against COVID-19, or
- hold a completed and signed Australian Immunisation Register medical exemption.

Djirra requires this of anyone who is working remotely or virtually with or for Djirra, as well as those working face to face. This is to ensure we are consistently promoting, supporting, and re-enforcing the importance of vaccination for the communities Djirra works with, and for all our staff.



### ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

**Employee name:**

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**Employee signature:**

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**Date:**   /   /

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**Manager's name:**

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**Manager's signature:**

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**Date:**   /   /

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### HR CHECKLIST

- Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.
- Place one copy of completed form and any attachments on the employee's Performance File.
- Retain original completed form and any attachments on the employee's Personnel File.

**Initials:** \_\_\_\_\_

**Date:**   /   /