

Position title	Family Violence Case Manager
Group	Individual Support Services
Employment status	Full (1.0FTE) or part time (0.8FTE), Ongoing
Classification	As per SCHCADS Award
Position reports to	Team Leader – Case Management
Location	Melton
Delegation	There are no direct reports or financial delegation associated with this role

Organisation environment

Djirra¹ is an Aboriginal Community Controlled Organisation with over 20 years' experience accompanying Aboriginal and Torres Strait Islander women, and their children, on their individual journeys. We find solutions through Aboriginal and Torres Strait Islander women sharing their stories, journeys, and experiences. Djirra celebrates women's strength and resilience. We are committed to a future without family violence.

We deliver holistic, culturally safe, specialist family violence support, legal services and case management, alongside cultural and wellbeing workshops and programs. Our services have state-wide reach, touching every part of Victoria to meet the needs of Aboriginal and Torres Strait Islander women. Self-determination is the foundation of everything we do.

Djirra amplifies the voices of Aboriginal and Torres Strait Islander women. We advocate for system-wide change to improve access to justice, eliminate systemic violence, and strengthen women's resilience.

We are an active member of the National Family Violence Prevention and Legal Services Forum, the peak body for Aboriginal and Torres Strait Islander people who are experiencing or at risk of family violence.

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.

Reporting to the Team Leader of Intensive Case Management, 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. This position will be required to work in an outreach capacity to Wyndham Court as needed.

Key accountabilities

- 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.

¹ 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.



- 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

Professional / Functional Skills

- 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 because 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
- Demonstrated experience of family violence service delivery with diverse communities

Competency

- The ability to apply a flexible, non-judgemental, and empowering approach to service delivery.
- Demonstrated ability to work independently and as a collaborative team member in a challenging environment.
- A flexible and positive approach to working hours, which may require some shift and after hours work at times.
- Demonstrated competencies in the application and use of Microsoft work applications and other data systems.
- Ability to pick up new systems, including external portals, for example SHIP used for compliance reporting.
- Demonstrated interpersonal skills, sound verbal and written communication skills. Ability to prepare reports, submissions, and other relevant documents.



	• A thorough understanding of the issues relating to confidentiality and mandatory reporting provisions.
Technical Skills	• PC skills, including familiarity with MS suite of tools and databases.
Qualifications	
Essential	
• Tertiary qualifications in Social Work, Community Development, or related discipline • Willing to obtain a Police Check • Willing to obtain a Victorian Employees Working with Children Check (WWCC) • Current and full driver's Licence	
Desirable	
• At least 2 years' experience in the family violence sector, preferably with Aboriginal and Torres Strait Islander women would be highly regarded.	
Workplace health and safety	
Djirra is committed to providing and maintaining the health and safety of its employees. 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 e.g. – First Aid training, Fire Warden, etc. Information about these policies is contained in Djirra's Human Resources Policy Manual.	
We are a Child Safe Organisations	
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). 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.	
Other important information	
Djirra's employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to: • 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 is contained in Djirra's Human Resources Policy Manual.	
ACKNOWLEDGEMENT	
I acknowledge that I have received a copy of the Position Description and have read and understand its contents.	
Employee name:	



Employee signature:		Date: / /
Manager's name:		
Manager's signature:		Date: / /
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: / /		