

# POSITION DESCRIPTION



## Family Safety Case Manager (DFV) Client Services Team

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration, and other appropriate assistance to people from a refugee background, migrants, and other people of concern.

ARA promotes a holistic approach to the needs of people from a refugee background and sees the final goal of settlement as full participation in the social, economic, cultural, and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as well as the requirements of their own Position Description.

### 1. REPORTING RELATIONSHIPS

- The Family Safety Case Manager (DFV) reports to and works under the general direction of the Family Safety Team Leader.
- The Case Manager will receive professional supervision and mentoring support from the Practice Supervisor
- Direct reports:
  - Nil

### 2. ROLE SUMMARY

ARA's Family Safety programs offer direct support, information, and referrals to services that can help people from refugee and migrant backgrounds to address family relationship issues, domestic & family violence, child safety, and child health and wellbeing. Our Family Safety programs are culturally sensitive and client focused/family oriented, work towards outcomes centered on client strengths, and are responsive to the impact of trauma on our clients' lived experience. We engage and consult with refugee and migrant communities to co-design programs that are easily accessible and responsive to community needs.

ARA provides Family Safety programs at different levels and stages, including: early intervention and response, family and parenting support programs to build parenting skills and capabilities, and holistic and intensive case managed support to people experiencing domestic and family violence, including crisis intervention when required.

The Family Safety Case Manager (Domestic and Family Violence) plays a vital role in providing support and advocacy for individuals and families at risk of or experiencing domestic and family violence. The position involves working with diverse communities, particularly refugees and recently arrived migrants, to address their unique needs in relation to domestic and family violence.

## 3. KEY RESPONSIBILITIES

The main responsibilities and tasks for this role include:

### Case Management

- Providing intensive case management services to clients at risk of or experiencing domestic and family violence, including risk assessments, safety planning, and referrals to appropriate support services.
- Conducting comprehensive assessments of clients' needs and developing tailored support plans.
- Offering crisis intervention and emotional support to individuals and families experiencing trauma due to family and domestic violence.
- Collaborating with relevant stakeholders such as government agencies, community organizations, and legal services to advocate for clients' rights and coordinate access to essential resources.
- Monitoring and reviewing case objectives and case progression, responding appropriately to emerging needs as they arise.
- Contributing to the development of culturally sensitive resources and materials related to family and domestic violence prevention, including cross-cultural workshops for CALD and mainstream service providers.
- Provide relevant information, practical assistance and support to clients to develop the knowledge and skills to resolve their issues and increase independence.
- Maintaining accurate records of client interactions, progress, and outcomes in accordance with organizational procedures.
- Participating in regular team meetings, case discussions, case conferences, case studies, and professional development activities.

### Stakeholder Engagement

- Attend meetings with other service providers as required.
- Develop and maintain positive relationships with relevant agencies, service providers and refugee and migrant communities.
- Participate in expos, forums, and conferences as appropriate and relevant to support and promote ARA services.

### Reporting

- Provide regular updates to your line manager on service delivery in line with departmental and individual work plans.
- Report any significant issues or concerns to your Program Manager immediately.
- Prepare reports for funding bodies in accordance with specified timeframes, service performance targets and expected project outcomes.
- Provide accurate timesheets and mileage records for your manager's approval.

### Other

- Participation in organisational team meetings and events.
- Other duties as requested by your manager, commensurate with the skills, experience and requirements of this Position Description.

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### 4. SELECTION CRITERIA

The Family Safety Case Manager (DFV) will require strong interpersonal skills, cultural competence, empathy, resilience, and flexibility, as well as a commitment to social justice.

#### **Qualifications:**

- A tertiary degree in social work or similar, unless the equivalent knowledge has been gained through a combination of lesser qualifications and relevant professional experience.

#### **Required skills:**

- Strong understanding of family and domestic violence issues, particularly as they relate to refugee and CALD communities.
- Excellent communication and interpersonal skills.
- Ability to work with individuals from diverse cultural backgrounds.
- Empathy and sensitivity when dealing with vulnerable clients.
- Intensive FDV case management and crisis intervention skills, including case planning, safety planning and risk management assessments.
- Conflict resolution and negotiation abilities.
- Knowledge of community resources and support services for refugees and migrants.
- Proficiency in data management and reporting.
- Fluency in languages other than English would be an advantage.

#### **Required experience:**

- Prior experience working in a similar role, preferably within a refugee or migrant support organization.
- Demonstrated experience in providing support to families affected by domestic violence.
- Familiarity with trauma-informed, client centred, strength based case practices and principles.
- Experience conducting risk assessments and safety planning for individuals experiencing domestic and family violence.

#### **Personal Attributes:**

- Strong ethical practices with a specific commitment to:
  - ARA's Code of Conduct and Service Standards;
  - Equal Opportunity and Anti-discrimination;
  - Social and cultural inclusion;
  - Confidentiality and privacy;
  - Work Health & Safety; and
  - Trauma informed and client-oriented service provision.

### 5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with ARA WH&S policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Ensuring own action or lack of action does not place own safety or that of others at risk.
- Maintenance of a safe working environment in all locations.

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6. SPECIAL CONDITIONS
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- Must have evidence of Australian residency or right to work in Australia.
- Must have a current and valid Working With Children Check that shows you are able to work with children in South Australia.
- Must have or be willing to obtain a Child Safe Environment training certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.
- Must hold a current driver's licence.
- Must own a roadworthy vehicle that is registered and has minimum third party property insurance and be able to use this for work purposes.
- Must be willing to work in various locations within the metropolitan area.
- Must be willing to participate in occasional after hours work.

7. ACKNOWLEDGEMENT
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Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Manager Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_