



Family Support Newcastle
your family, our community

Information Package
SHLV Case Manager 35h - Lambton

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Position Description

Selection Criteria

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Family Support Newcastle
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Case Manager – Staying Home Leaving Violence

Would you like to be part of a team that makes a difference?
One that ascribes to high standards of practice, matched with a supportive and
generous work place?
Would you like to make a difference to the lives of women and children who are
experiencing family and domestic violence?

An experienced Case Manager is required for our SHLV Program for 35 hrs pw. Grade 4 SCHADS award; above award conditions including eight days additional leave per year, salary sacrificing and professional development provisions.

Applicants will have demonstrated experience in working to support women and children escaping family and domestic violence. The work includes case management, home visiting, safety assessments and safety upgrades. Being female is a genuine occupational qualification as per section 31(2) of the *Anti-Discrimination Act 1977* (NSW).

FSN is an EEO employer. We encourage people of Aboriginal or Culturally and Linguistically Diverse backgrounds to apply.

For an information package please go to our website www.nfss.org.au email reception@nfss.org.au or call 4926 3577

You **must address the selection criteria (in the Information Pack)** to be considered for the position)

Closing date for applications: 5pm Monday 30 January 2023

Selection Process & Application Details

The Child Protection (Prohibited Employment) Act specifies that before FSN can employ you we are required to conduct a Working with Children Check.

FSN will also require you to sign a declaration that you have not been charged with or convicted of any action that could be considered to make you unsuitable to work with children or vulnerable adults.

Applicants will be selected for interview on the basis of how well their applications address the selection criteria. When the positions have been filled an eligibility list may also be created. Other positions, either casual or ongoing that become available in the next 6 months may be filled from this list.

Application Details

To apply please submit a written application **addressing the selection criteria on pages 7 and 8 of the info pack**, by email to

shellier@nfss.org.au; (Sue Hellier, CEO, Family Support Newcastle)

*** In your application please address the essential criteria for the position and include your CV and phone contact for at least two referees who can talk about your ability to meet the criteria.**

Applications close 5pm Monday 30 January 2023

FSN - An Overview

Family Support Newcastle (FSN) has operated since 1979 to assist families with children in their care.

The service operates within a philosophy of empowerment through participation in decision making. This philosophy informs all aspects of the service. Clients are encouraged to participate in decision making about the service.

We strive to be open and accountable at all levels. We encourage families to ask questions about the running of the service and to contribute their ideas.

This philosophy also influences the process of decision-making and model of leadership. It involves consultation, honesty, vulnerability, openness and reciprocity between families and workers and between staff members.

We are strongly influenced by feminist thinking that recognises an imbalance of power between men and women. This has resulted from oppressive social structures that force men and women into particular roles. These roles result in men having the public and influential voice, and women the domestic voice. These positions are false and antagonistic. The objectification of women and gendered violence are two significant and harmful outcomes. Both men and women have much to gain from addressing this inequality.

We note that for Aboriginal men and women, this intersects with the impact of colonisation in separating Aboriginal people from their lore, language and culture. The cultural oppression has disempowered both men and women.

The organisation currently operates six projects from two locations in the Newcastle area. We receive approximately \$2m in funding from Federal and State funding providers. Services that we provide include domestic violence services, specific services for fathers and as well as services for families with children.

Our commitment to Aboriginal People

We acknowledge the history of invasion and subsequent colonisation of this country and the impact this has had on its peoples.

We acknowledge that this is, always has been, and always will be Aboriginal land.

Our commitment is to:

- Provide a respectful, safe and welcoming environment for Aboriginal and Torres Strait Islander peoples.
- Provide services appropriate to Aboriginal and Torres Strait Islander peoples in consultation with Aboriginal and Torres Strait Islander peoples and Aboriginal agencies.
- Proudly and visibly support Aboriginal and Torres Strait Islander rights and openly challenge racism in ourselves and others.
- Develop Aboriginal cultural competence.
- Respectfully learn from Aboriginal and Torres Strait Islander peoples, recognising that this is a life long journey.

We have processes in place to regularly and openly measure and review our effectiveness in implementing this commitment.

MISSION, VISION and VALUES

MISSION

Family Support Newcastle provides services that promote the well-being of children and their families, of individuals, and communities. We often work in partnership with other services to provide more options for the families we support. We are inclusive of Aboriginal and Torres Strait Islander people, people from other culturally diverse backgrounds and those who experience discrimination and disadvantage.

We contribute by providing services which promote the well-being of children and their families, individuals, and communities. We particularly aim to reach those who experience ongoing hardship.

We provide services that include:

- Counselling and individual assistance either in the home or at a centre
- Support to families, with a child centred focus
- Therapeutic group programs with associated child development activities
- Supported playtime activities
- Support to women leaving domestic violence.

We aim to work in ways that are mutually beneficial to families, staff and the whole community and that encourage participation of families and staff in decision making. Our work is built on a strong social justice foundation.

VISION

Communities that are just, safe, strong and connected, providing opportunities for *all* families, individuals and children to grow and live well. Communities where history is acknowledged and healing is supported; where diversity and creativity are embraced and encouraged.

VALUES

The safety and wellbeing of children and families are at the centre of everything we do

Integrity

Generosity

Diversity

Justice

OUTCOMES STATEMENT

We want children and young people to be:

- Resilient, happy, capable and healthy
- Part of strong, fair, supportive and safe families and communities

Position Description – Staying Home Leaving Violence Case Manager

Reports to	Team	Location	Position Status	Remuneration
Team Leader	SHLV	Lambton	Part time 35h/w	L4 PP1-4

PURPOSE

Provide support and case management to women and their children escaping family and domestic violence to remain in their home, or home of choosing, while the perpetrator is removed

OVERVIEW

The case manager will participate in a team that brings creativity, enthusiasm and optimism to the work. Through direct work with families and collaborative working relationships with external agencies they will ensure that Family Support Newcastle (FSN) provides excellent services that make a significant difference to the lives of women and their children.

The service places emphasis on the provision of services to families experiencing ongoing hardship. The role requires a solid understanding of and ability to work with the issues that confront families who are disadvantaged.

SPECIFIC TASKS

SERVICE DELIVERY

Provide direct service to women and their children; through home visiting, centre appointments, court support and other agreed venues and activities.

Provide case management support to women and children as described in the FSN and SHLV Program Guidelines and the Agreement for Funding of Services.

Undertake comprehensive risk assessments, safety audits and safety and case planning for women and children who have separated from a violent person.

Assess and monitor brokerage for safety upgrades to the home and safety equipment where appropriate. Establish strengths based and trauma informed working relationships with women and children. In consultation with the team leader, make appropriate referrals and participate in relevant case meetings.

Work closely with Women and Domestic Violence Court Advocacy Support to support women attending court, applying for ADVO's and as required participate in the local Safety Action Meetings.

Work in partnership with DCJ Housing, NSW Police, WDVCS and other local DV services to achieve best outcomes for women and children.

Assist in the assessment of needs of young women aged 16 to 18 years escaping DFV and facilitate their needs are met by appropriate service providers.

Plan and facilitate community education and information sessions on safety awareness and domestic violence awareness.

Maintain a high standard of client record-keeping.

Keep informed and knowledgeable on current DFV and child protection issues related to practice, legislation, research and participate in ongoing professional development specific to this role.

TEAM PARTICIPATION & WORK MANAGEMENT

Contribute to the ongoing development of a dynamic, creative and cohesive team with solid, equitable and honest relationships.

Participate and contribute to team and DFV committees.

Use line management meetings, supervision, peer supervision, staff development and FSN performance accountability processes to enhance outcomes for families.

Participate in processes for providing integrated service delivery between FSN programs and in consultation with the team leader, attend relevant meetings to support this integration.

PROGRAM OUTCOMES

Collect program data, outcomes measurements and contribute to using the data to improve service to families and to develop more efficient and effective practices.

Enter data onto CiMS and CSNet client management systems.

FSN EXPECTATIONS

1. Work to promote the vision and mission of the organisation
2. Work within the philosophy and values of the organisation
3. Abide by the Code of Behaviour, confidentiality and all policies and procedures of the organisation. Comply with all statutory provisions applicable to the position and the organisation
4. Implement the FSN commitment to Aboriginal and Torres Strait Islander People
5. Participate as an active member of the FSN team assisting in other appropriate tasks and activities, working consultatively and co-operatively with other staff, and if required, the FSN Board
6. Contribute to the maintenance of an organised, safe and inviting work environment
7. Attend and participate in scheduled meetings and staff development activities
8. Ensure that your working relationships are based on equality between all team members
9. Liaise professionally with other relevant government and non-government services
10. Establish respectful, genuine relationships with client families as appropriate

SELECTION CRITERIA

1. Tertiary qualification relevant to the role e.g.: social work/social science degree
2. Demonstrated extensive understanding and at least two years' experience of working with women and children affected by family and domestic violence
3. Demonstrated experience in providing case management support, comprehensive risk assessments and safety planning to families, integrating a child inclusive approach
4. Demonstrated skills in developing relationships with people from diverse backgrounds
5. Demonstrated experience in working with disadvantaged families and communities and often where children are at risk of harm
6. Understanding of, and experience with child development and child protection

7. Values that are consistent with a feminist understanding of gender related power and control issues and the impact on their families. In addition, the intersection between this, colonisation and the impact on Aboriginal people and their families
8. Ability to liaise and work collaboratively with other agencies
9. Ability to work autonomously and as an effective team member
10. Effective written and oral communication skills, time management skills, very good computer literacy and effective organisational skills

Approvals/licences

- Fully vaccinated for COVID-19
 - Current WWCC
 - Criminal Records Check
 - Must be available to work Mondays
 - Drivers Licence
 - Comprehensively insured vehicle
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