



## POSITION DESCRIPTION

<b>POSITION:</b> Case Worker Level 5	<b>AREA:</b> Partner Advocacy and Support	<b>REPORTING TO:</b> Coordinator
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### ROLE PURPOSE

Work under the direction of the Partner Advocacy and Support (PAS) Coordinator to provide support services to partners, ex-partners and family members of participants in Violence Prevention Services (VPS), including but not limited to the Working with the Man and Preventing Violence, Changing Behaviours programs, in order to increase their safety and provide safe places for them to share their experiences without judgement.

These services are to be provided (in accordance with existing guidelines, standards, and procedures) and undertaken to meet program objectives and deliver identified outcomes for EveryMan Australia.

### KEY RESPONSIBILITIES

<p><b>Program Delivery</b></p> <ul style="list-style-type: none"> <li>• Working closely with the Partner Advocacy and Support Team Leader to ensure the provision of services for clients who have been referred to the program.</li> <li>• Contact, assess and respond to all current or ex-partners and other family members (person requiring supports) affected by clients of VPS as soon as possible and no later than 3 days;</li> <li>• Work collaboratively and cooperatively with stakeholders to ensure services are delivered in a timely manner.</li> <li>• Maintain service accessibility and increase safety for persons requiring support.</li> <li>• Promote realistic expectations of the program with the aim that participation does not put the persons requiring support or their families at further risk.</li> <li>• Provide information and referral to other agencies for other support as needed, with the consent of the PAS client.</li> <li>• Record relevant data in a timely and accurate manner using multiple client record management systems.</li> <li>• Establish and maintain a network of relevant community and government agencies.</li> <li>• Attend an 80% minimum of all VPS meetings, training, and supervision.</li> </ul>
<p><b>Client Services</b></p> <ul style="list-style-type: none"> <li>• Deliver services with respect, dignity and sensitivity, and address the complexity and diversity of client needs, including culturally and linguistically appropriate options.</li> <li>• Provide a supportive and non-judgmental environment that assists clients to identify and express their needs and make decisions, including their decisions to refuse or accept support as they choose.</li> <li>• Respond to all child protection concerns through government regulated reporting mechanisms.</li> <li>• Maintain confidentiality and immediately inform the Team Leader PAS or, in their absence, the VPS coordinator of situations where confidentiality may be limited, e.g. children at risk of harm.</li> <li>• Recognizing any risk factors or protective factors that have either escalated, remained, or reduced in terms of partner, children, ex-partner and family safety.</li> <li>• Ensure clients understand their rights and entitlements and assist to identify their support needs.</li> <li>• Provide suitable advocacy, information and referral, support, and intervention to address client support needs related to financial, mental health, disability, domestic and family violence, drug or alcohol use, and legal/justice matters.</li> <li>• Act to address risks to the safety of any person where risk is disclosed or identified during service provision.</li> <li>• Ensure client grievances or complaints are responded to promptly and managed in full compliance with EveryMan policy, procedures, and standards.</li> <li>• Maintain client confidentiality and privacy in data collection and record-keeping. Where consent to disclose information has been given, ensure service users are advised of the occurrence and content of disclosures to authorised parties.</li> <li>• Develop and implement exit plans for clients, with suitable transition plans based on assessment of post-support needs.</li> </ul>

## Organisation

- Have a sound knowledge of EveryMan's structure, policies, procedures and programs.
- Assist with meeting Service Funding Agreement service performance and client outcomes requirements.
- Maintain high standards of work practice which meet EveryMan service requirements and promote a professional culture.
- Assist with the collection of statistics and feedback used for service evaluation.
- Maintain a positive profile with the program's funding body and foster collaborative relationships with government departments and other community service organisations.
- Observe WH&S and EEO requirements.
- Be familiar with EveryMan's Industrial Democracy Principles.

## KEY PERFORMANCE INDICATORS

- Clients give feedback that the service runs efficiently and effectively, and clients say they were treated with respect.
- Procedures are documented so that other staff can follow them.
- Attendance and active participation at staff meetings.
- Proactively identify and undertake opportunities to enhance knowledge, skills, and attributes.
- Partner Contact records are accurate and up to date (based on feedback from those who use the data)
- Demonstrate highly developed skills in assessment and session delivery with men who have engaged in family violence
- All client records on the IVO and SHIP databases are complete at time of performance reporting
- VPS counsellors and clients give feedback that the service runs efficiently and effectively, and clients report of a respectful and well thought service provided.
- VPS procedures are documented so that another staff member can follow them
- Attend an 80% minimum of all VPS meetings, training, and supervision
- Respond to client contacts as soon as possible and no later than within 3 days

## KEY CAPABILITIES

Refer to Client Services Capability Framework for detailed capabilities.

### Capability 1: Being professional

- Applies the Integrated Practice Model (IPM) in all interactions.
- Observes professional boundaries and standards.
- Seeks guidance, advice and support when needed.
- Demonstrates effective time management, planning and prioritising.
- Acts with integrity and maintains confidentiality.
- Takes ownership and responsibility for achieving results and personal productivity.
- Written and verbal communication is pitched appropriately, accurate and professional

### Capability 2: Delivering service

- Uses best practice strategies to identify client issues and requirements.
- Provides high quality service based on best outcomes for clients and appropriate referrals.
- Adjusts personal style in response to client needs and behaviours.
- Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness, and emotional intelligence.
- Uses initiative and problem-solving skills to overcome obstacles and impediments.
- Is aware of range of support options and relevant organisations and how to access them.
- Works effectively within a counselling and/or case management framework
- Works in a sensitive and impartial manner with men with challenging and complex needs
- Actively adheres to internal/organisational systems and processes

### Capability 3: Working in teams

- Involves others in decision-making.
- Values and positively utilises diversity.

- Listens actively and displays empathy.
- Contributes to negotiations for optimum outcomes.
- Shares skills and knowledge

**Capability 4: Contributing to the organisation**

- Understands the purpose and work of the organisation (including its missions and values)
- Understands organisation's operating environment
- Professionally represents the organisation to external stakeholders
- Demonstrates commitment to social justice and social inclusion
- Adheres to organisational governance and compliance imperatives
- Manages work practices for the health and wellbeing of staff and complies with WHS requirements and responsibilities