



Position Description

Caseworker

Escaping Violence Payments

Wesley Dalmar Child and Family
January 2022

Agreement

Signed – Employee

Signed – Manager

Do all the good you can
because every life matters



1. Overview of Wesley Mission

Wesley Mission is a Christian organisation that has been caring for people for over 200 years, continuing the work of Jesus Christ in Word and deed.

Our Vision

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Our Mission

Continuing the work of Jesus Christ in Word and deed.

Our Values

Out of Christian love and compassion we are driven by:

- Christlike servanthood
- Unfailing integrity, and
- Courageous commitment.

The organisational plan is based on five key result areas, namely:

- our clients
- our people
- our stakeholders
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Wesley Communities

Wesley Communities is made up of numerous teams that support the communities and the people in need. The various teams build resilience and strengthen capacity in the local communities where we work. Providing support to people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All The Good We Can, By All The Means We Can, In All The Ways We Can, ...” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley Mission’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

Service areas and contracts include

- | | |
|-------------------------------------|------------------------------------|
| • Assistance with Care and Housing | • Mums and Kids Matter |
| • Early Intervention and Prevention | • Newcastle Hub |
| • Emergency Relief | • ParentsNext |
| • Emergency Response | • Specialist Homelessness Services |
| • Escaping Violence Payment | • Youth Health |
| • Financial Counselling | • Young Healthy Minds |
| • Financial Capability programs | |
| • Gamble Aware programs | |
| • Getting it Together | |



3. Overview of role

Caseworkers operate at SCHADS 5 level.

Employees at this level will work under general direction from more senior employees and require a higher level of skills and knowledge to achieve results. Employees could be asked to draw upon more than one area of expertise or discipline. Initiative may be required to be exercised in areas where methods and practices are not established. Employees may also assist in the development of the organisation's programs and procedures. They also may be required to help prepare the budget for the organisation.

Level 5 employees will often supervise and provide expert advice to employees at lower classification levels as well as to volunteers. Employees will monitor the workflow in the area in which they are responsible, as well as organize both their own and lower classified employees' work. It is also important for employees at this level to exercise interpersonal skills to assist in the cooperation of staff as well as clients. Staff will also be responsible for running functions and projects, where outcomes will be outlined in line with the organisations' goals.

Caseworkers are empathic co-workers, engendering a spirit of 'strong kindness' within their team.

The EVP Caseworker role is Family and Domestic Violence specialist role. The Caseworker will ensure the team maintains a high standard of practice in line with current research and evidence.

Escaping Violence Payments:

In the 2021-22 Federal Budget, the Australian Government committed \$1.1 billion to help end violence against women and children. Part of this investment includes a two-year trial of a new Escaping Violence Payment (EVP), providing up to \$5,000 in financial assistance to leave a violent relationship. It is estimated the program will help up to 12,000 people annually.

Financial insecurity is a key barrier to women leaving a violent relationship and a factor as to why women return to an abusive partner.

The underpinning principles of the program are:

- Reduces the financial barrier a woman may have to leave a violent relationship and to establish a home free from violence.
- Provides immediate financial assistance in a crisis in a way that maximises safety.
- Is trauma informed and avoids duplication, including the need to tell a story multiple times.
- Provides a streamlined approach to application and evidence, with existing sources used as often as possible.
- Ensure the payment complements existing services and supports.
- Facilitates 'wrap around' services and supports for the victim, including through other funded services.
- Balances ease of access to the program with strong program integrity.
- access to Emergency Relief is considered universal and is a safety net for people experiencing financial distress or hardship and who have limited means or resources to help them alleviate their financial crisis

4. Relationships

Reports to: Team Leader, Escaping Violence Payments and Emergency Relief
Works with: Key staff across all of Wesley Mission
Local services and agencies



5. Major role responsibilities

5.1. Our Clients

- Work closely and collaboratively with the team leader and team members in ensuring the smooth and efficient functioning of the EVP program
- Ensure the victim survivor meets the EVP eligibility criteria including a recent (within 12 weeks) experience of intimate partner violence, changed living arrangements due to safety reasons and in financial stress, with access to less than \$2,000 in liquid assets
- Ensure evidence is received supporting the victim survivors claim ie Police Report, AVO, bank statements, centrelink payments etc.
- Ensure self-referred victim survivors, who are not connected to a DFV service, have in place a Safety and Risk Assessment, Safety Plan and a Case Plan around setting up a home free from violence. Ensure the payment supports the case plan
- Ensure check in system is in place for 12 weeks for self referred victim survivors
- Actively seek clients' feedback at the conclusion of service
- Work with the victim survivor to identify what financial support is already in place, the financial assistance required and how it will support the victim's survivor's plan to live their life safely.
- Work alongside Domestic and Family Violence services and networks, so that EVP compliments and does not duplicate the service system
- Develop and maintain strong pathways and partnerships with internal/external services to provide clients with optimal wrap-around support
- Maintain a good understanding of the financial causes and impacts clients may face in a DFV situation and to reflect these factors in the individual client's case plans
- Maintain a professional, inclusive and conducive environment where clients feel safe, supported and listened to
- Provide a co-ordinated and wrap-around support to clients, informed by trauma principles and client-centred practice
- Demonstrate compassion, care, empathy and resilience in the support provided to clients in the EVP program
- Appreciate diversity in clients and able to tailor responses to meet the clients' needs in a professional and sensitive manner
- Exhibit a clear understanding of the EVP program's goals/objectives, to be able to communicate this clearly to clients and to optimise the support provided to clients within these parameters
- Remain knowledgeable and up-to-date about services within the DFV space in Greater Sydney
- Ensure clients are presented with clear service options and referral pathways; and they are empowered to make informed decisions on engagement with internal/external services
- Minimize any duplication of services that might interfere with timely and efficient casework support to clients

5.2 Our people

Wesley Communities Principles

- We are empathic leaders; strong kindness and generosity of spirit define how we lead our people
- We work with our people from a strength based, solution focussed framework
- We encourage a culture of being loyal to those who are absent
- We provide clarity around roles and responsibilities



- We err on the side of 'catching our staff doing something good – and telling them'
- We extend the most generous interpretation to the intentions, words and actions of others*
- We believe people are doing the best that they can*, *until they prove otherwise* *Brene' Brown
- We work within Wesley Mission's Human Resources processes to address performance issues as soon as they arise

Responsibilities

- Work within SCHADS 5 characteristics
- Attend regular Line Support Meetings with Team Leader
- Attend regular External Support Meetings as directed by the Team Leader
- Build positive and collaborative relationship with the area Chaplain
- Complete all mandatory training, including all online portal modules
- Complete all training outlined in the Caseworker Training Matrix
- Access Wesley Communities Flexible Working Arrangements procedure if criteria is met and ensure adherence to the procedure including regular review. Flexible Working Arrangements are a supportive measure not a right of the employee
- Work with your supervisor to book in four weeks annual leave each year, ensure annual leave balance is maintained and does not exceed 8 weeks.
- Participate positively in regular team meetings, ensuring actions are completed in timely manner
- Participate positively in Wesley Mission's annual Employee Contribution and Development program
- Attend Wesley Mission events in discussion with your supervisor
- Work with your supervisor to address issues early and in a professional manner

Performance Measures

- Current Working with Children Check and Criminal History Check
- Current professional development plan - ECD/PD alignment

5.3 Our operations

Work with Team Leader to address the following areas:

- Quality Risk and Compliance
- Work Health and Safety
- Marketing
- Reporting

5.4 Our financials

- Understanding of program budgets
- Track brokerage and overall expenditure, monitoring packages and reviewing trends
- Ensure systems and reporting mechanisms are adhered to by the team

Performance measure

- Packages remain within budget allocation



6. Professional responsibilities

- Other activities to support the delivery of the Wesley Communities Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment
- All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedure
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality

7. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values
- confident professional with strong initiative and business acumen
- emotionally mature and resilient

Essential Criteria

- Tertiary qualification(s) in Psychology, Counselling, Social Work, Social Science or related fields
- Minimum 2 years of case management or case co-ordination experience in working within the domestic violence space utilising a trauma-informed and strengths-based approach
- Experience in utilising DFV specific assessment-based tools and formulating case plans based on the outcomes of these assessment tools
- Demonstrated understanding and experience in case management of clients with complex needs, including advocacy
- High level understanding of risk assessment and safety planning involved when an individual chooses to leave a DFV relationship
- Ability to engage clients in distressing and vulnerable circumstances
- Ability to maintain and form strong and professional networks with external stakeholders
- Strong sense of team belonging and a good team player
- Demonstrated cultural competency and experience in working alongside CALD and Aboriginal families
- Good verbal and written communication skills



- Current NSW or National driver's licence.

Desirable Criteria

- Knowledge of local DFV, family and child services
- Experience in managing electronic files and data bases

*This position requires all preferred applicants to undergo a working with children's check and criminal record history check.



Social and community services employee level 5

Characteristics of the level

- A person employed as a Social and community services employee level 5 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.
- Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and
- may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.
- Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations.
- Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the co-operation of clients and staff.
- Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multi-disciplinary advice.

Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration;
- undertake a minor phase of a broader or more complex professional assignment;
- assist with the preparation of or prepare organisation or program budgets in liaison with management;
- set priorities and monitor work flow in the areas of responsibility;
- provide expert advice to employees classified at lower levels and/or volunteers;
- exercise judgment and initiative where procedures are not clearly defined;
- understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;
- monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;
- undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation
- undertake publicity assignments within the framework of the organisation's publicity and promotions program.



- operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee
- undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- plan, co-ordinate, implement and administer the activities and policies including preparation of budget;
- develop, plan and supervise the implementation of educational and/or developmental programs for clients;
- plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:
 - under general direction undertake a variety of tasks of a specialised and/or detailed nature;
 - exercise professional judgment within prescribed areas;
 - carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation;
 - provide reports on progress of program activities including recommendations;
 - exercise a high level of interpersonal skills in dealing with the public and other organisations;
 - plan, develop and operate a community service organisation of a moderately complex nature.

Requirements of the position

Some or all of the following are needed to perform work at this level:

Skills, knowledge, experience, qualifications and/or training

- knowledge of organisational programs, policies and activities;
- sound discipline knowledge gained through experience;
- knowledge of the role of the organisation, its structure and services.

Prerequisites

- relevant degree with relevant experience;
- associate diploma with substantial experience;
- qualifications in more than one discipline;
- less formal qualifications with specialised skills sufficient to perform at this level; or
- attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

Organisational relationships

- work under general direction;
- supervise other employees and/or volunteers.

Extent of authority

- exercise a degree of autonomy;
- control projects and/or programs;
- set outcomes for lower classified staff;
- establish priorities and monitor work flow in areas of responsibility;



solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.