

Position Description



Position title	Escaping Violence Payment (EVP) Case Worker/Intake Worker
Service Area	Financial Wellbeing Services & Strengthening Families
Reports to	EVP Coordinator and EVP Specialist Team Leader
Date prepared/reviewed	20 th October 2021
Location	Flexible
Position Details	

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose

The Escaping Violence Payment (EVP) program offers financial assistance and confidential support for people who are leaving, or have recently left a violent partner. The program is available to victim survivors, primarily women, who need financial and other support to leave a violent partner, and re-establish their lives free from violence.

EVP Case Workers will work as part of a multidisciplinary team of practitioners to offer strength-based, client-centred, wrap-around support and services including intake, assessment and referrals to other programs and services.

This role will also work closely with case workers / practitioners from other programs (internal and external) to assess and process applications for the EVP made on behalf of their clients. This role may also provide short-term direct case management support for clients who face multiple and interrelated barriers to leaving and re-establishing their lives.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church

- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

Service delivery

- Engage with, and respond to, a diverse range of clients.
- Maintain a caseload of clients in consultation with the Coordinator and Specialist Team Leader.
- Undertake initial screening and intake, conduct risk and needs assessments and safety planning, develop client care plans, deliver wrap-around targeted interventions including consultation with and referrals to other agencies.
- Liaise and consult with referrers and other stakeholders (including the provision of secondary consultation) and maintain strong internal and external stakeholder relationships.
- Support clients to navigate the broader service system.
- Ensure high quality attention to detail in bookings, assessments, case notes and communication internally and externally.
- Assess and process applications for EVP payments from self-referred clients and the broader service system according to program guidelines.
- Work collaboratively with the EVP network nationally, including participating in case reviews, supervision and meetings.
- Track the impacts of the items purchased with the package for the people who receive the funds.

Administration

- Fulfill a range of administrative tasks associated with payment arrangements and services delivered.
- Maintain accurate and timely records of all payment transactions, contributing to regular monitoring and reporting requirements.
- Respond to administrative tasks in an efficient, timely manner.
- Report any concerns to Coordinator/ Specialist Team Leader

Quality and risk

- Contribute to the review of systems, policies and procedures of the EVP program.
- Maintain confidentiality of information for clients, referrers and other stakeholders.
- Advise Coordinator promptly of perceived safety risks to clients.
- Advise Coordinator promptly of any significant issues or hazards for clients, self or other staff.
- Participate in regular supervision, including annual appraisal and performance development to meet organizational and professional quality standards and development goals.
- Follow procedures, processes and compliance requirements.
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety).
- Report areas of serious risk to Coordinator/ Specialist Team Leader as soon as practicable.

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting

- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- **Child Safety:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Communication Skills:** Excellent communication and interpersonal skills including the ability to engage with clients who have complex needs and / or present for services in times of crisis.
- **Consumer Centeredness:** Foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrate an awareness of and prioritise the needs of consumers; focus on optimal outcomes for consumers.
- **Organisational / Administrative Skills:** Proven ability to meet key performance requirements and manage own workload efficiently including demonstrated administrative experience and the ability to maintain accurate and complete files and other records.
- **Social inclusion and vulnerability:** A thorough understanding of issues relevant to factors impacting on those affected by family violence, mental health, economic hardship, cultural dislocation and any other barriers.
- **Attention to detail:** High level of attention to detail and commitment to quality with a demonstrated ability to follow procedures, processes and compliance requirements.
- **Cultural Safety:** Demonstrated knowledge of practices to engage and assure the cultural safety of people from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
- **Stakeholder Relationships:** Ability to engage, build and maintain strong, mutually beneficial professional relationships with internal and external stakeholders.
- **Teamwork:** Ability to cooperate and work well with others in pursuit of team goals and contribute to the continuous improvement of a positive, collaborative and effective work environment.

Qualifications

Education, experience and technical skills required for this position.

- Relevant tertiary qualification in Social Work (preferred), community services or related field. Minimum requirement: Diploma in Community Services, or similar.
- Demonstrated skills and experience in trauma-informed and strength-based practice.
- Demonstrated skills in risk assessment and safety planning in relation to family violence
- Capacity to engage clients from diverse backgrounds and establish effective working relationships.
- Working with culturally and linguistically diverse communities including working with interpreters.
- Well-developed time management, planning, administration and organizational skills.
- Understanding and knowledge of community services, for example, child, youth and family, family violence, housing, mental health and alcohol & other drug services.
- Experience working with victim survivors of family violence desirable
- Experience delivering phone-based services would be advantageous.
- Current national police clearance
- Current COVID-19 vaccination certificate

Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

1. Relationships

Internal

- Senior Management
- EVP Case Worker (Virtual Team)
- Internal case workers across various programs
- EVP Program National Coordination team

External

- Case workers from UnitingCare Consortium agencies
- Specialist services/referring agencies and networks
- Family Violence victim survivors