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ABORIGINAL & TORRES STRAIT ISLANDER CORPORATION

A Place of Safety for Women & Children for More Than 30 Years

Domestic and Family Violence Case Manager

Position Description

Location:	Based at the Cairns Residential Healing Place
Status:	Full Time, Permanent
Salary:	SCHAD's 2010 Level 5
Reports to:	Senior DFSV Practitioner (<i>Clinical Lead</i>) with managerial oversight by the Service Delivery Manager

Position Purpose

The DFV Case Manager provides specialist case management support to individuals and families experiencing domestic, family, and/or sexual violence. The role is responsible for delivering trauma, risk responsive case coordination, including intake, assessment, safety planning, and ongoing case management to support safety, stabilisation, and recovery outcomes.

The position operates within a multidisciplinary DFV service model and contributes to coordinated, client-centred responses across internal teams and external agencies. The role works under clinical oversight to ensure consistency, safety, and high quality DFV practice.

Key Responsibilities

1. Deliver comprehensive DFV case management services including intake, risk assessment, safety planning, case planning, and ongoing support in line with organisational frameworks.
2. Exercise professional judgement in managing a DFV caseload, ensuring timely, appropriate, and risk-responsive interventions.
3. Develop, implement, and review client-centred case plans aligned with identified risks, needs, and goals.
4. Coordinate and monitor case plan actions, ensuring continuity of care and effective client engagement.
5. Provide crisis intervention and responsive client support as required, including participation in phone (gate duty) on a rotational basis.
6. Collaborate with the multidisciplinary team to deliver coordinated, integrated service responses.
7. Participate in case conferences, care team meetings, and interagency coordination activities to support client outcomes.
8. Build and maintain effective relationships with external stakeholders and advocate for clients to access appropriate services and supports.
9. Apply trauma-informed, strengths-based, and culturally safe practices in all aspects of service delivery.

10. Maintain accurate, timely, and confidential case records, reports, and data in accordance with organisational and funding requirements.
11. Participate in supervision, training, and continuous professional development to support reflective practice and service quality.
12. Support practice development through contribution to continuous improvement initiatives and, where appropriate, coaching or mentoring of staff in collaboration with the Senior DFV Practitioner.
13. Contribute to community education, stakeholder engagement, and the maintenance of a safe, clean, and welcoming Residential Healing Place environment.

Selection Criteria

1. Demonstrated experience in case management for women and children escaping violence, with effective collaboration skills in multidisciplinary teams
2. Strong interpersonal and communication skills with the ability to work cooperatively within a team environment.
3. Demonstrated understanding of the impacts of trauma, family and/or sexual violence, and the ability to apply trauma-informed and client-centred approaches in practice.
4. Knowledge of legislation impacting on situations of family and/or sexual violence including relevant notifications and referral pathways.
5. Proven experience in working respectfully and effectively with Aboriginal and Torres Strait Islander communities, and an ability to embed culturally safe and responsive practices in service delivery.
6. Proficiency in Microsoft Office and other relevant computer applications.

Position Requirements & Qualifications:

- Relevant tertiary qualifications in Social Sciences, Community Services, or a related field (e.g. Social Work, Diploma of Community Services – Child and Adolescent, or equivalent)
- Minimum 3+ years' demonstrated experience in DFV, homelessness, or complex case management settings
- Current driver's license
- Blue Card – Suitability for Child-Related Employment