



Good Shepherd

Australia New Zealand

Position Description

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| Title | Personal Safety Initiative (PSI) Coordinator, Bayside Peninsula |
| Reports to | Team Leader, Family Violence Services Bayside Peninsula |
| Direct Reports | N/A |
| Last Updated | July 2019 |
| Tenure | 12-month contract |
| Hours | 19 hours per week (0.5EFT) |
| Good Shepherd Australia New Zealand (GSANZ) | |
| Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice, and support our communities to thrive. | |
| Role Purpose | |

The Personal Safety Initiative (PSI) is a Department of Health and Human Service (the department) initiative that aims to assist victim survivors of family violence at high risk to remain in their homes while leaving violence.

Following a 12-month PSI pilot, a statewide expansion will enable consistent access to safety and security responses (PSI) for high risk victim survivors of family violence across Victoria. Early findings of an evaluation of the pilot have directly informed the statewide model. PSI forms a key part of the Victorian Government's response to and focus on family violence.

Victim survivors who are eligible for a PSI response have access to the following:

- Case Management by specialist family violence service providers including risk assessment, safety planning, advocacy and support (e.g. Legal, housing matters)
- Safety audits by security specialists (e.g. property, personal movement) with installation of personal or home safe technologies (e.g. alarm systems) along with non-technology security responses such as locks and screens
- A personal safety device (alarm)
- 24/7 ongoing monitoring and support by security specialists for personalized alarms, including response to activations in co-ordination with Victoria Police.

The PSI Coordinator will:

- Contribute to the evidence base relating to the use of personal safety technologies and their effectiveness in contributing to the safety of victim survivors
- Strengthen relationships between family violence specialist services, security organisations, Victoria Police, courts and other parties to improve responses to victim survivors using personal safety technologies
- Under the direction of the PSI Statewide Coordinator and the department, ensure the effective delivery of PSI at the local level and ensure adherence to the department operational guidelines and standards
- Coordinate the implementation of PSI within the Bayside Peninsula Region, including fostering relationships with key delivery partners at the local level and state level
- Ensure that the PSI initiative is clearly communicated to key local stakeholders
- Build existing key stakeholders for a successful collaboration of service delivery

Qualifications, Experience and Mandatory Requirements

- Formal qualifications in Social Work, Human Services or relevant discipline, or commensurate experience in the public or community sector
- A comprehensive understanding of the Victorian family violence system
- Knowledge of the political and government initiatives driving family violence reform
- Experience in family violence programs to facilitate safety in the home and/or experience with technologies in the family violence space such as security systems and security audits
- Demonstrated experience in providing specialist family violence services for victim-survivors of family violence, including adults and children
- Demonstrated knowledge and experience working in diverse communities such as Aboriginal populations, culturally diverse communities, those identifying as LGBTI, older people and those living with a disability
- Technical knowledge in practice responses to family violence including a demonstrated understanding of the assessment of risk in relation to family violence
- A comprehensive understanding of risk in relation to family violence
- A comprehensive understanding of the complex nature and dynamics of family violence including the perpetrator's patterns of behaviour
- Demonstrated ability to reflect on and analyse complex problems and provide workable solutions
- Excellent written and verbal communication skills, including a demonstrated ability to provide concise, accurate and timely information
- Advanced personal and interpersonal skills, including demonstrated experience in contributing positively within a team, and the ability to lead, inspire and motivate others and work autonomously
- Current Australian Driver's License
- A satisfactory Police Check
- A current employment Working with Children's Check (WWCC)

Responsibilities

Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high performance team through demonstration of capabilities outlined in GSANZ's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network

- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and departments

Compliance

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

- Reconciliation
- Value of each person
- Justice
- Zeal
- Audacity