

Position description

Title	Family Violence After Hours Crisis Response Worker - Casual
Reports to	Team Leader, Family Violence
Classification & Salary	SCHCADS Level 5 plus super and salary packaging
Employment Status	Casual
Primary Location	Bayside Peninsula and working from home flexibility
Date	June 2021

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.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Family Violence After Hours Response Worker is an integral member of the family violence team and delivers high quality face to face crisis responses to women and her children who are experiencing family violence across the Bayside Peninsula Region. The responses will be to locations within the region and may include motels, police stations, hospitals or other locations.

The role contributes extensive knowledge and understanding of family violence to crisis responses delivering valued services and outcomes during evenings, weekends and public holidays on an individually negotiated basis and in response to service needs.

The position provides client-centred casework, utilising the Multi-Agency Risk Assessment and Management Framework (MARAM) and a comprehensive risk and needs assessment of women and children through trauma informed, systems and developmental frameworks and provide safety planning, material aid and emotional support bringing about outcomes which promote safety and service access for immediate needs.

The Family Violence After Hours Response Worker will complete duties ranging from completing a Comprehensive risk assessment and safety planning to providing material aid and emotional support. This role also involves ensuring that case notes are completed on times and all administrative tasks linked with the program are completed as required.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd'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 Good Shepherd'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 Good Shepherd team members and departments

Compliance

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

Qualifications, Experience and Mandatory Requirements

- Appropriate tertiary qualification in Social Work, Psychology, or a related tertiary discipline is essential
- Experience working with cohorts of the community who experience multiple forms of discrimination and disadvantage (e.g. Aboriginal and Torres Strait Islander communities; people from culturally and linguistically diverse communities; people with disability; people from LGBTI communities).
- Experience working in the family violence sector as per the minimum qualifications to work in the family violence sector as from the 1st of July 2021.
- Experience working in a fast-paced family violence program is highly desirable
- Demonstrated experience using MARAM to assess risk, needs and protective factors of women and children, safety planning and determining appropriate referral pathways
- Demonstrated ability to apply a trauma framework to the various presentations of women and children experiencing trauma

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- Demonstrated experience working with women and children presenting with complex needs and behaviours (e.g. trauma, substance abuse, mental health, parenting issues, disability) and/or from CALD or indigenous backgrounds and/or LGBTIQ+ communities.
 - Demonstrated knowledge of the impacts of family violence and the capacity to apply appropriate theoretical frameworks to practice
 - Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external
 - Demonstrated experience in preparing written reports, maintaining records, including case notes and data base reporting
 - Flexibility and availability to deliver the after-hours service during evenings throughout the week, weekends and public holidays
 - Demonstrated success working as part of an effective and productive team, along with the ability to be self-directed
 - Demonstrated commitment to personal professional development including knowledge of the Royal Commission into Family Violence Recommendations and the broader impact of the current reforms on the family violence sector
 - A satisfactory Police Check
 - A current Working with Children's Check (WWCC)
 - A current Full Australian Drivers Licence
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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.

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

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.