

Position description

Title	Specialist Family Violence Practitioner – Rapid Response
Reports to	Team Leader – Family Violence Services
Classification & Salary	SCHCADS Level 5 plus super and salary packaging
Employment Status	Full-time Max term contract until 10/06/2024
Primary Location	Based onsite Bayside Peninsula
Date	May 2023

Good Shepherd Australia New Zealand (GSANZ)

Our 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 Specialist Family Violence Practitioner – Rapid Response is an integral member of the family violence team. This role sits within the Rapid Response Team and delivers high quality face to face and over the phone support to women and her children who are experiencing family violence across the Bayside Peninsula Region. The responses will be provided at diverse locations within the region and may include motels, police stations and hospitals.

The role involves extensive knowledge and understanding of the family violence response service including delivering crisis responses and outcomes after-hours on an individually negotiated basis and in response to service needs.

The position provides client-centred casework. The Multi-Agency Risk Assessment and Management Framework (MARAM) is used to complete a risk and needs analysis of women and children through trauma informed theories.

This role aims at supporting women and children to increase their safety through risk and needs assessments and safety planning. It also involves a holistic approach by providing material aid and emotional support.

Key Responsibilities

Duties include but are not limited to:

- Provide a specialist family violence response to women and children who are/have experienced family violence including brief to longer term responses
- Provide family violence support to clients on Active Hold until they are allocated to a Case Manager
- Participate in a roster that includes a mixture of duty work and motel outreach
- Undertake MARAM brief to comprehensive risk and needs assessment of women and children in crisis
- Complete safety planning and liaise with other services and stakeholders to increase safety of women and children experiencing family violence
- Provide psychoeducation and emotional support
- Completing outreach and providing material aid that promotes safety and addressing the clients' immediate needs
- Administration duties include processing referrals on SHIP, case noting, opening and closing a support period, Afterhours profile, uploading documents, recording payments and booking emergency accommodation where required
- Complete referrals to other services to meet the children's and women needs
- Work collaboratively with external service providers to provide an integrated continuum of support to women and children
- Completing all administration duties linked with providing a family violence response to women and children
- Facilitate/support group work as required.
- Engagement with professional networks to support women and children impacted by family violence
- Attending meetings and other panels as required.
- Complete any other tasks related to providing service to women and children

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
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- 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
- Demonstrated experience using MARAM to assess risk, needs and protective factors of women and children, safety planning and determining appropriate referral pathways
- 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.
- Demonstrated ability to apply a trauma-informed framework to the various presentations of women and children
- 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
- Experience working with diverse communities experiencing 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).
- 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
- 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
- Experience working in a fast-paced family violence is highly desirable
- A current full Australian Drivers Licence

Key Selection Criteria

- Experience working in the family violence sector is required
- Demonstrated capacity to provide short-term to longer-term case management in a family violence setting including knowledge of the Multiple Agency Risk Assessment and Management (MARAM) framework
- Demonstrated capacity to provide a crisis response to women and children.
- Demonstrated ability to undertake risk and needs assessments and respond appropriately
- Demonstrated knowledge of the impacts of family violence for women, young people and families and the capacity to apply appropriate theoretical frameworks to practice
- Demonstrated understanding of intersectionality and experience working with women and young people presenting with complex and diverse needs
- Demonstrated commitment to 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

Family Violence Minimum Mandatory Qualifications under Recommendation 209

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> :

All candidates wishing to apply for this role must be able to demonstrate that they:

1. are considered EXEMPT under the policy
OR
2. hold a Bachelor of Social Work or other equivalent qualification
OR
3. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.
OR
4. hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact recruitment@goodshep.org.au to discuss this further.

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
- Evidence of Covid-19 vaccination, or medical exemption
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

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.