



<b>POSITION TITLE:</b>	<b>Family Violence Practitioner</b>
<b>POSITION NUMBER:</b>	<b>CS051</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 5</b> <b>(PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Family and Individual Support Programs – Child and Family Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check and Working with Children Check</b>

## OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited Child Safe, not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

## DIVISION AND PROGRAM OVERVIEW

The Family & Individual Support Services Division incorporates Child FIRST and Integrated Family Services, Housing and Support Linkages, No Interest Loan Scheme (NILS) and Family Violence Programs. These four teams deliver 18 programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable families and individuals to enable them to self- manage and be the best they can be. A number of key frameworks and models are used by the division's enthusiastic and skilled staff to achieve this purpose. These include but are not limited to: Gender and Trauma Informed practice, Duluth model of Men's Behaviour Change Program, Safe and Together Principles, Motivational Interviewing and task focussed interventions.

## PRIMARY PURPOSE OF ROLE

The Family Violence Practitioner position includes working across three specific areas: Family Violence Counselling and Support for Women and Children, South West Family Violence Partnership Program and Family Safety Contact.

### *Family Violence Counselling and Support for Women and Children (Warrnambool only)*

- The Family Violence Practitioner role is to provide information, counselling and support to women and children who have experienced and/or are experiencing family violence. This role involves undertaking risk assessment and safety planning, crisis intervention, referral and trauma informed counselling while working with clients in a supportive, inclusive and respectful way.

### *South West Family Violence Partnership Program*

- The primary purpose of this program is to offer support to adults, youth and children who are experiencing the ongoing effects of being a victim survivor of family violence. The program does not respond to family violence crisis situations. Under this program, clients are offered either an individual or group approach. This includes a suite of interventions such as Circle of Security, Shark Cage, Brining up Great Kids and trauma informed counselling. The program is strongly underpinned by the Safe and Together Model.

### *Family Safety Contact ( Primarily phone based)*

- Family Safety Contact work involves working with women and children who have been identified as affected family members of perpetrators violence. The position involves regular phone contact with these family members while the perpetrator of the violence is attending the Men's Behaviour Change program. This contact involves ongoing risk assessment, safety planning, referrals to appropriate services and providing support that is needed during this time. The worker will also work closely with the Men's Behaviour Change facilitators in assessing a family's level of risk and developing appropriate responses.

## ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Family Violence Practitioner will establish appropriate community contacts and develop and maintain working relationships with a broad range of stakeholders in the provision of program facilitation services. A commitment to provide excellent customer service to a diverse range of clients across a number of issues is required, and an ability to negotiate, consult and liaise with industry professionals is key to this role.

The role requires the ability to make sound assessments and decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries. The role is required to work autonomously and as part of a team, maintain accurate records, and to actively participate in and contribute to program service planning, along with all annual improvement activities to achieve organisational outcomes.

## REPORTS TO

The position reports to and is supervised by the Team Leader – Family Violence Programs.

## KEY RESPONSIBILITIES

### Personal and Professional

- Provide mentoring, support and consultation to program staff in relation to specific Family Violence areas as per role.
- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally. Including core training for the agency and South West Family Violence Partnership.
- Assist to provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- In conjunction with the Line Manager ensure compliance with the relevant program Service Standards and target requirements.
- Participate in supervision, secondary consultation within scope of practice and professional development as negotiated with Line Manager.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.

### Technical Skills

- Undertake counselling and group work utilising the primary theories and frameworks that are recognised as appropriate and effective in working with women and children. These may include Circle of Security, Shark cage, empowerment practice, trauma and attachment theory, grief and loss, and systemic/ecological analysis.
- Effectively undertake regular and ongoing risk and safety assessments of women and children.
- Undertake Family Safety Contact work around risk and safety issues for women and children where required.
- Effectively use the MARAM framework and information sharing legislation
- Participate in daily and weekly internal Family Violence meetings and South West Partnership program meetings to ensure a high standard of clinical governance is maintained.
- Provide information to staff of Brophy regarding issues for clients impacted by Family Violence.
- Maintain data systems and manage own administration.
- Assist the Line Manager to effectively administer the programs services in accordance with program service plans, service agreements and funding body requirements.
- Act as Line Manager as required.
- Ensure compliance with legislation, standards, policies, practices and procedures relevant to the program area.
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

### Customer Service

- Network and collaborate with a broad range of family violence services including specialist family violence women's services to ensure an integrated service response to clients in the program.
- Promote the program's services and the Agency throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders, partners and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

### Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

### Team Work and Communication

- Support the Line Manager to promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Participate in and at times facilitate daily and weekly team meetings and team planning days.
- Lead in ways which capture, communicate and share innovative ideas and practices.
- Model appropriate behaviours to all workers across the Agency.
- Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Undertake other appropriate duties as directed by the Line Manager.

### Administration and Documentation

- Ensure best practice and professional standards for written correspondence
- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

## **GENERAL RESPONSIBILITIES**

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

## KEY SELECTION CRITERIA

### Qualifications:

- A minimum qualification of a sector recognised and accredited Bachelor of Social Work or Diploma in Community Welfare Work or equivalent. (Qualifications must be approved by recognised professional bodies: ie. AASW, Community Services Council, APS etc.)
- Graduate Certificate in Developmental Trauma or a willingness to complete is preferred.
- A current Drivers Licence.

### Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrate an understanding of and commitment to the theoretical frameworks underpinning our understanding of family violence including gender, feminist analysis, human rights and social justice.
- Demonstrate an understanding of the impact of trauma on women and children.
- Understand the needs of children who have experienced family violence and complex trauma.
- Demonstrated ability to provide clinical assessment, intervention and treatment to women and children who have or are experiencing family violence and to male perpetrators of family violence.
- Demonstrated capacity to work in an area of challenging and complex practice.
- A thorough understanding of the Family Violence Service System.
- Demonstrated knowledge and understanding of appropriate legislation relevant to the role, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

### AUTHORISED BY

NAME: Donna Wynters

POSITION: Executive Manager – Child and Family Services

DATE: June 2020

### ACCEPTED BY INCUMBENT

NAME: \_\_\_\_\_

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_