

## POSITION DESCRIPTION – Team Leader, Campaspe Regional Services

# ORGANISATIONAL OVERVIEW

## ABOUT OUR ORGANISATION

The Centre for Non-Violence Inc. (CNV) is a well-established organisation, with over 20 years' experience in providing specialist family violence programs and services for women and children experiencing family violence and at risk of homelessness, men who use violence in the family and working with families across the continuum of response, early intervention and primary prevention. We provide a range of services for women and children experiencing family violence; programs for men who use violence in the family, including men's behaviour change programs, enhanced intake and case management.

CNV works collaboratively with key stakeholders and partners regionally and statewide, to implement primary prevention approaches, innovative projects and influence coordinated community responses and policy to prevent violence against women and their children. CNV provides a key leadership role and auspices positions that support policy and practice integration and coordination implementation. CNV is active leader and innovator in primary prevention, community education and engagement projects, activities and initiatives.

CNV is also the lead agency for the Loddon Gender Equity and Violence Prevention Consortium that is funded to deliver the full suite of services for women and children experiencing family violence, and programs for men who use violence towards family members.

CNV is a child safe organisation. We value, respect and listen to children and young people. We are committed to the safety, wellbeing and inclusion of all children and young people, including the cultural safety of aboriginal children and young people, culturally and/or linguistically diverse children and young people, gender and sexually diverse children and young people and children with a disability.

CNV has an Employee Bargaining Agreement with its staff, which allows both negotiated salary packaging and flexible working arrangements.

CNV Inc. is duly accredited to both DHHS (State) and QIC (National) Standards. Continuous quality improvement is an agency expectation.

### Vision Statement

Gender and social equality in a violence free world.

### Statement of Purpose

CNV Inc. is working towards its vision of a society free from violence, homelessness, discrimination, poverty and oppression by:

- Being responsive to the needs of women and their children through providing information, resources, housing options, referral, advocacy, education and support;
- Designing and delivering education, prevention and recovery programs;
- Ensuring women and children's rights are upheld;
- Challenging structural, legal and social inequities and advocating for change;
- Advocating for affordable, secure and safe housing options;
- Increasing community awareness of the social and systemic issues affecting women and children.

## Philosophy & Principles

CNV Inc. will be guided by a feminist philosophy and the following principles in its relations with service users, staff, other stakeholders and the wider Community.

- RESPECT is an active conscious process that acknowledges differences and accommodates conflict. CNV Inc. will work in a consistently respectful manner thus ensuring its practice is non-judgmental, validating, confidential, supportive and acknowledges the intrinsic value of each person. Respect engenders trust, empathy and equality between people;
- CO-OPERATION by valuing the strengths and ideas of others. CNV Inc. works collaboratively to develop and maintain relationships to achieve the best outcome(s);
- SOCIAL JUSTICE is an integral part of CNV Inc. practice, actively advocating structural and social change and the development of a society that is just, equitable and respects human rights;
- EMPOWERMENT, supporting women and children through a power sharing approach to identify their own needs and make informed decisions utilising their strengths. Empowerment engenders self-determination and promotes resilience;
- TRANSPARENT AND INCLUSIVE PRACTICES ensure rights are protected and advocated for and that the service is accountable to stakeholders and the Community;
- DECISION MAKING processes based on participation, consultation and information sharing, whilst respecting and acknowledging different roles, responsibilities, functions and skills.

## **POSITION DESCRIPTION**

### POSITION SUMMARY

Title:	Team Leader, Campaspe Regional Service
Classification:	Social, Community, Home Care and Disability Services Award 2010 CDW – Level 6. Pay point dependent upon experience.
Team/Unit:	Client Services.
Work Location:	Office based at the Echuca Regional Office. Some travel to the Bendigo Office may be required.
Hours/Contract:	Full time - 38 hours per week.
Contract:	Ongoing (subject to continuous funding).
Salary Range:	Salary Range \$87,596 to \$91,509 per annum. Hourly rate \$44.33 to \$46.31. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.
Hours of Work:	Normal hours of work are between 9am and 5.06pm Monday to Friday.  Some additional out of hours work may be required.
Accountability:	Senior Manager.

## POSITION DETAILS

### Position Context

CNV Inc. has three major areas of operation: Client Services, Prevention and Development and Corporate Services.

Our Client Services Division delivers a range of programs to the community including domestic violence outreach services for women and children experiencing family violence and/or homelessness; counselling for women and children experiencing family violence; young women's housing programs; programs for men who use violence towards family members including men's behaviour change, enhanced intake and case management.

Work teams within the Client Services Division are small integrated teams of workers with representation of our various client programs including those supporting men, women and children. Teams work with clients from intake to closure using a key worker model.

Our Prevention & Development Division provides a range of community engagement, research, advocacy and prevention programs including the auspice of the Family Violence Regional Integration Co-ordination program and the Loddon Mallee Homelessness Network including the regional Children's Resource Worker program.

Our Operations Division is responsible for managing the administration functions of the organisation, leading and co-ordinating quality assurance, compliance and corporate planning to ensure organisational and operational effectiveness and efficiency. Managing all aspects of human resources including employee wellbeing and engagement, occupational health and safety, budgeting, financial management, risk management and emergency management together with management of information, communication technology (ICT), data, privacy, security, asset and physical resources management including, infrastructure, environment and contractor management.

An Annual Work Plan guides the organisational priorities, which are informed by the CNV Strategic Plan and Continuous Quality Improvement Work Plan.

### The Orange Door

CNV is one of a range of partners in the Orange Door.

The Orange Door will bring together different workforces and practices to create an integrated The Orange Door team and a consolidated intake point for the catchment area for family violence and child wellbeing services. The Orange provides support for;

- women, children, young people and families experiencing family violence.
- perpetrators of family violence.
- families in need of support with the care, development and well-being of children.

The Orange Door Team will include a mix of staff employed by Family Safety Victoria and staff employed by Community Service Organizations including CNV, Aboriginal services, Anglicare Victoria and DHHS Child Protection.

### About the role

This role will provide supervision, work allocation and monitoring to a multi-disciplinary and will include staff from both CNV core services and staff allocated to The Orange Door roles. The Orange Door team will include staff from other agencies.

The Orange Door complex matrix leadership model requires a high level of interpersonal skills.

This role will form part of Orange Door leadership team and work with the Practice Leaders and Senior Child Protection Practitioners to lead practice and operations in the Orange Door.

Team Leaders also have a role to play as part of the CNV leadership team and will have opportunity to contribute to practice development and CNV culture and strategy.

### Position objectives

- Provide direction, leadership and day to day oversight of staff within the Regional Office team.
- Provide specialist supervision and support to a group of CNV staff.
- Participate actively to the development of systems, process and practice at the Orange Door contribute to CNV program planning, monitoring and evaluation.
- Ensure the provision and measurement of high-quality client-centred services which meet relevant regulatory standards.
- Develop the team to support high quality outcomes for clients using services.
- Co-ordinate the work demands including prioritising demand based on risk and urgency.

### Duties

- Day to day program service delivery ensuring the provision of high-quality services to clients.
- Champion the CNV strategic plan and quality work plan to staff.
- Develop, oversee, support and strengthen CNV and Orange Door processes and systems.
- Establish strong partnerships within the multidisciplinary environment.
- Maintain networks and partnerships with key community, family violence, family and children's services.
- Maintaining accurate file records, fulfil data collection requirements and all other documentation required in a professional and timely manner.
- Contributing to the broader CNV team and to the practice within Client Services.
- Ensuring that the CNV feminist philosophy and client services frameworks focusing on holistic and integrated care underpins all service delivery.
- Service planning, innovation and quality, including risk management, ensuring service interventions are evidence-based and reflect best practice and adhere to relevant standards.
- Provide direction, leadership and supervision of staff.
- Provide support and mentoring to staff with ongoing performance monitoring and facilitate appropriate measures to ensure that the team and individual skills, knowledge, efficiency and effectiveness are maintained to meet individual and team performance outcomes.
- Ensure a safe and healthy work environment in accordance with policies and procedures.
- Build a supportive team environment that maximizes the individual strengths and capabilities of each team member.
- Participate in the development, regular review and implementation of policies and practice frameworks at the Orange Door and within Client Services.
- Higher duties as required.

### Qualifications/Requirements

- A relevant tertiary qualification in social work, psychology, community services and/or a related human services field. A Social Work degree is highly desirable.
- At least two years' experience in a family violence or related role.
- Broad knowledge and understanding of family violence and child safety and wellbeing in accordance with service philosophies
- Extensive experience in providing case work to individuals and/or families experiencing complex needs and risk issues including a sound knowledge of referral pathways.

### Other requirements

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures at CNV.

Consistent with this all employees are;

- Expected to model CNV Core Values and ensure all workplace conduct aligns with these values and CNV'S Code of Conduct;
- Follow effective risk management practices, identify, assess, eliminate/control and monitor hazards and risks in the workplace and actively contribute to a safety culture;
- Drive a continuous improvement culture across the broader function;
- Expected to ensure the security of CNV's property and assets and maintain a commitment to the care of all CNV's property and assets;
- Other duties as required by the People and Culture Manager within the scope of the role practises and processes, to meet service expectations.

Note: This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.

#### Accountability and Extent of Authority:

- The freedom to act is subject to policies, strategies, objectives, budgets and regulatory/statutory control.
- Position is required to liaise with staff at all levels in the organisation.

#### Competencies

- Management Accountability - Ability to lead skilfully within delegated responsibilities; encourage open discussion; and behave with Integrity - Uphold and model the vision and values of CNV Inc. Treat people fairly and with respect, ability to work within a feminist framework;
- Resilience – Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure;
- Decisiveness – uses available information and exercises good judgement to make sound, timely and well-informed decisions;
- Managing and Measuring Work - Ability to clearly assign responsibility for tasks and decisions; set clear objectives and performance requirements; monitor process, progress and outcomes; and design feedback loops into supervision;
- Negotiating - Ability to negotiate skilfully in difficult situations with staff and the broader service system; to be both direct and diplomatic;
- Code of Ethics – models and promotes organisational values and adhere to CNV's Code of Ethics. Ensure Core values are reflected in decision making and everyday behaviour in professional relationships and direct services;
- Managerial courage - Ability to provide timely and constructive feedback to staff; make difficult decisions and address practice and performance issues;
- Behaving with Integrity - Uphold and model the vision and values of CNV Inc. Treat people fairly and with respect, ability to work within a feminist framework;

- Decisiveness - uses available information and exercises good judgment to make sound, timely and well-informed decisions.

## KEY SELECTION CRITERIA

### Mandatory

1. Extensive experience in supervising, leading and mentoring staff in a community services field with demonstrated experience to problem solve, encourage and influence change within a team and the ability to lead, motivate, develop and mentor staff.
2. Extensive experience including intake, assessment, case management and service development as it relates to women, children/young people who have experienced family violence and trauma.
3. A strong understanding of child development, trauma informed practice and the Best Interest Case Practice Model.
4. Extensive knowledge of family violence risk assessment and management frameworks.
5. High level communication and interpersonal skills with the capacity to liaise effectively with a wide range of clients and service providers.
6. Ability to work with limited supervision and cooperatively within a team, with the flexibility to adapt to changing priorities, lead change and a commitment to continuous improvement.
7. Knowledge and understanding of family violence within a gendered, feminist structure and men's use of violence against women and its impact on children / adolescents.

### Desirable

1. Management qualifications or at least 3 years' experience.
2. Knowledge of integrated family violence service delivery to victims (primarily women and children) and perpetrators (primarily men).
3. Demonstrated knowledge of Victorian family violence legislation and relevant practice frameworks.

### How to apply

To be considered for shortlisting and an interview, applications must include the following:

- Covering letter.
- Each Key Selection Criteria must be addressed separately, and it is essential that the information you provide is clear, concise and most importantly relevant, so that the selection panel can readily assess your application.
- Current Resume.
- The names and contact details of three recent professional referees.
- Email your application to [vacancies@cnv.org.au](mailto:vacancies@cnv.org.au) or apply via our website at <https://www.cnv.org.au/jobs>
- All application enquiries, please contact Karen Andrews (03) 5430 3000.

**Applications close: 4.00pm Monday June 8<sup>th</sup>, 2020.**

### Safety Screening and Mandatory Criteria

- All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.
- A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.

- All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.  
Employee's must hold a valid driver's licence.

## RELEVANT INFORMATION

### Benefits of working with CNV

- Attractive salary packaging, can earn up to \$15,860 tax free.
- Above award wages and generous EBA conditions.
- Excellent work/life balance.
- Supportive and friendly organisational culture.
- On-going training and development opportunities.

### Roles and Responsibilities

All employees are responsible for ensuring that they comply with all CNV's policies and procedures. All employees are responsible for the efficient and effective use of resources.

All employees are expected to work as part of a committed team that meets clients' expectations by providing a responsive and high-quality service delivery, in a respectful and dignified manner. This includes being part of the delivery of programs and services to standards of improvement required for our accreditation process.

### Pre-employment checks

CNV has a duty of care to its clients to create and maintain a safe, health working environment; therefore, any persons employed by CNV will be required to undergo satisfactory pre-employment checks, including 3 professional referees, a pre-existing Health declaration, a criminal records check and proof of identify and qualifications. Only criminal history that is relevant to the inherent requirements of the position is taken into consideration.

### Pre-existing Medical Condition Check

Under Victorian WorkCover legislation, it is the applicant's duty to advise CNV of any pre-existing medical condition/s, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.

### Code of Ethics

The code of ethics provides the parameters for acceptable and unacceptable behaviour while at work or while on work related business off site. All employees of CNV are to act in the best interest of CNV as a whole with honesty, in good faith and with due care and diligence. All employees must comply with CNV's Code of Ethics and agree to work according to our values of; Respect, Co-Operation, Social Justice, Empowerment, Transparent and Inclusive Practices Decision Making.

CNV has a zero tolerance of child abuse and our Code of Ethics enforces appropriate behaviour and expectations with children. A Child Safety Officer has been appointed and can answer questions or concerns in relation to child safety.

### Probation Period

The position is subject to a 6-month probation period during which time you will receive advice and guidance to help you become familiar with and competent in performing the requirements of the position. During this period, either party can terminate employment with one week's notice. A probationary review before 6 months will be undertaken.

### Occupational Health & Safety Requirements

CNV is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others;
- Participate in Occupational Health and Safety training;
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement and contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.

Any OH&S matters must be reported to either the OH&S Rep, General Manager, Operations or the relevant Manager.

### Risk Management

Employees are required to follow all policies and procedures in relation to risk management.

Employees are expected to:

- Participate in risk assessments.
- Demonstrate an understanding of, and a commitment to, CNV's Risk Management Framework
- Report all hazards and incidents of which they become aware.

### Use of Confidential Information

Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body or CNV.

Both during and after employment with CNV, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Centre for Non-Violence Inc for any purpose other than the discharge of official duties.

### Privacy

CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principles (APPS) and is committed to protecting the information it collects, monitoring its use and maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required.

### Equal Opportunity

CNV offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

### Diversity

CNV is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people living with disabilities and culturally and linguistically diverse backgrounds.