

POSITION DESCRIPTION – Specialist Family Violence Worker

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 Loddon Campaspe Integrated Family 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.

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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 Context

CNV structures Programs and Services into four streams:

The **System Integration** stream works with the integrated family violence system, which includes Victoria Police, Child Protection, Courts, Corrections Victoria, Child First/Family Services, the Orange Door (currently in development stage) and other key parts of the service system that respond to family violence. The Systems Integration stream delivers programs and services which focus on systems integration and collaboration. These programs include the Risk Assessment Management panel, the Orange Door specialist family violence response, the family violence Child Protection Partnership program, regional integration and community education and training. All System Integration stream programs intersect and engage with other CNV streams.

The **Intervention Services** stream delivers quality, integrated programs that work to keep women and children safe by supporting victims and working with men to support change. These programs intersect with all parts of the service system. Intervention Services provides specialist risk assessment and management services, case management services for victim/survivors and group and individual programs for men who use violence toward family members. Teams are structured into an integrated group of workers with representation from our various client programs including those supporting men, women and children. Teams work with clients from intake to closure using a key worker model.

Therapeutic Programs and Practice Development delivers therapeutic services to women and children affected by family violence including the Safe, Thriving and Connected program. This stream also contributes to building and maintaining best practice across all service delivery.

The **Partnerships and Prevention** stream develops strategic relationships and partnerships with other organisations and individuals to strengthen and extend the scope and capacity of CNV to undertake its work and meets its strategic goals.

All streams are interconnected and work closely together. All streams have collective responsibility and provide leadership to:

- Ensure safety and wellbeing of children

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- Strengthen cultural safety
- Respond to diverse communities
- Continuous quality improvement
- Community education
- Prevention – including primary prevention and early intervention
- Respect the knowledge and learn from women, children and young people with lived experience of family violence

CNV operations and staff are supported by Corporate Services which 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. Corporate Services also manages all aspects of human resources, occupational health and safety, budgeting, financial management, risk management and emergency management practices across the organisation together with management of information, communication technology (ICT), asset and physical resource management including, infrastructure, environment and contractor management.

The Office of the CEO guides and delivers strategic projects, data and evaluation, business development and marketing and communications.

An annual Operational Plan guides the organisational priorities, which are informed by the CNV Strategic Plan, Quality Work Plan and other plans including the Reconciliation Action Plan.

This position offers an opportunity to work with a respected community organisation and its skilled teams, to develop new skills, to participate in professional development and community education in several vital fields (family violence and homelessness), and to work across collaborative partnerships.

POSITION SUMMARY

Title:	Specialist Family Violence Worker
Classification:	Social, Community, Home Care and Disability Services Award 2010 – Level 5 to 6 – range and pay point dependent upon experience.
Work Location:	The position is based at DHHS office Bendigo for at least four days per week and half to one day per week at Centre for Non-Violence Bendigo.
Salary/Conditions:	\$41.32 - \$47.13 hourly rate. Annually (pro-rata) \$81,648 to \$93,128 - Salary packaging available. Conditions of employment are as per the Employee Bargaining Agreement (EBA)
Team/Unit:	Client Services
Contract:	Contract to 30 June 2021
Work Location:	Office in Central Bendigo (support work within Sub-region may be required)
Hours:	0.8 to full-time, 30.4 to 38 hours per week (negotiable)

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Hours of Work:	Normal hours of work are negotiable between 9am and 5.06pm, but some out of hours work may be required
Accountability:	Advanced Practice Lead – The Orange Door

POSITION DETAILS

Position Context

The 2015-16 State Budget committed \$17.57 million in funding over five years to the Child Protection Flexible Responses Initiative. The initiative, now known as Family Violence Child Protection Partnership, co-locates 17 Specialist Family Violence Workers in Child Protection offices across the State and aims to strengthen Child Protection practice, enable joint assessments, assist Child Protection to navigate the family violence system and strengthen opportunities to divert children away from statutory responses.

Position Summary

The Specialist Family Violence Worker is a senior practitioner with extensive knowledge of family violence. The position is responsible for providing operational and strategic advice to Child Protection practitioners and their managers who undertake investigations of families where a child is or may be in need of protection due to family violence.

The position will assist Child Protection in the planning and conduct of investigations and support the development of plans that aim to ensure the safety and wellbeing of children and young people. The Specialist Family Violence Worker works collaboratively with the Child Protection senior managers and practitioners to provide effective service delivery and support.

Through co-location at a Child Protection office, the position aims to strengthen and improve responses to families subject to a Child Protection investigation. The aim of the Family Violence Child Protection Partnership is to:

- support and promote improved understanding of the perpetrator's pattern of coercive control and its impact on children and the ability of the protective parent to safely parent;
- restore and enhance safe, child-centred parenting; and
- use this knowledge to assist Child Protection achieve the following improved outcomes for the service system and for the families reported to Child Protection.

Client Protection Client Outcomes

To improve assessment, planning and intervention in Child Protection investigations where family violence is, or is suspected to be, present to:

- Increase safety and stability for families.
- Reduce the risk of harm to children.
- Safely reduce the incidence of re-reports to Child Protection and the number of children placed in out of home care.
- Strengthen the engagement of victims and perpetrators with support services.
- Contribute to improved engagement with perpetrators towards changes in perpetrator behaviour and improved child-centred parenting capacity.

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Service System Outcomes

To contribute to an integrated and collaborative child-centred, family-focused service system.

To achieve this outcome the Specialist Family Violence worker will work with Child Protection to:

- Contribute to an integrated and collaborative child-centred, family-focused service system
- Recognise the protective parent as a victim/survivor
- Recognise and respond appropriately to perpetrator behaviour and perpetrator-driven risk
- Identify and address systemic barriers to joint practice by family violence and Child Protection
- Strengthen referral pathways between Child Protection and specialist family violence services
- Encourage joint family violence risk assessments (CRAF assessments) and safety plans and enhanced information sharing
- Create a better understanding of each organisation's processes
- Identify, consistently document and respond to the risk from perpetrators to each child
- Support cultural safety - keeping Aboriginal people and other groups connected to their culture
- Improve the quality and depth of information sharing and documentation, including material that may be relevant for legal processes.

The Specialist Family Violence Worker's client is Child Protection. This reflects the intention of the Partnership to promote Child Protection's improved understanding of the dynamics of family violence, including perpetrator's pattern of coercive control and behaviours.

ACCOUNTABILITIES

The position will operate at both strategic and operational levels.

Strategic Focus

The strategic focus involves supporting the development of more integrated service response by Child Protection and family violence services through:

- Identifying emerging trends, needs and gaps in service delivery and practice issues, particularly in the investigation phase, and to use this knowledge to generate changes in systems and approaches.
- Facilitating engagement between and promoting joint work by Child Protection and family violence services in the local area.
- Improving the quality and consistency of family violence related information, assessment and interventions in case notes.
- Identifying the need for, participate in, and/or deliver Child Protection training and professional development activities.
- At the local level, supporting the implementation of the government's responses to recommendations from the Royal Commission into Family Violence.

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Operational Focus

The operational focus will occur through direct engagement with activities and tasks associated with Child Protection investigations:

- To jointly identify and document, with Child Protection, issues in responses to family violence and develop solutions to system gaps and practice issues.
- Provide specialist advice to Child Protection practitioners undertaking investigations where family violence is present.
- Where permitted, facilitate client information sharing, and where appropriate, support joint work between Child Protection and family violence services to achieve better engagement with services for victims and perpetrators of family violence.
- Where permitted, provide information about the client's history from the Specialist Family Violence Agency and other family violence men's and women's services operating in the local area.
- Support Child Protection to understand the dynamics of perpetrator behaviour and use this information to:
 - improve engagement with perpetrators and to create stronger feedback loops between men's services and Child Protection; and
 - enhance understanding and work with the non-offending parent.
- Initiate exceptions conferences¹, contribute to the rationale for substantiation, and participate in secondary consultation with Child Protection to enable more informed assessments of safety and risk to victims and perpetrator behaviour.
- Assisting Child Protection practitioners to understand and navigate the family violence system
- Making outward referrals (where possible warm referrals) in collaboration with Child Protection to specialist family violence services and expediting referrals.

Specific Competencies

The following competencies are deemed critical for this role:

- *Teamwork* – attend and participates in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Work well with others in the pursuit of team goals, share information, support others, show consideration, concern, and respect;
- *Initiative* – proactive and self-starting.
- *Flexibility* – is adaptable, receptive to new ideas, responds and adjusts easily to changing work demands and circumstances, is not bound by old ways of doing things.
- *Communication* – uses a respectful and welcoming manner when people access the service. Ability to produce a range of correspondence, providing clear information and using appropriate language.
- *Interpersonal Skills* - builds rapport with others to understand issues and suggest courses of action appropriate to their needs.
- *Drive and Commitment* - is enthusiastic and committed, sets high standards of performance.
- *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.
- *Service Safety and Quality* – contribute to the enhancement of quality practice and undertakes work efficiently, focusing on client satisfaction and maintaining service quality despite time constraints while striving to meet standard and safety requirements.

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- *Detail Focus* - undertakes finely detailed work in a precise and accurate manner.
- *Change Management* – maintains a positive approach to change and adapts to new or different ways of working, believes in self to respond to tasks/situations, maintains performance under adverse conditions and accepts new challenges.
- *Accountability and integrity* – accept accountability for own actions and is honest and trustworthy.
- *Risk Management* – contribute to the control of risks and hazards and maintains a safe work environment in accordance with CNV's risk management and OHS policies and procedures.

Key Selection Criteria

Essential

1. Expert knowledge of local family violence support services and approaches in the local area.
2. A minimum of three years' experience working in the family violence service system.
3. Demonstrated knowledge and high level of understanding of:
 - a. The perpetrator's pattern of coercive control and its impact on children and the ability of the protective parent to safely parent
 - b. Mechanisms to restore and enhance safe, child-centred parenting
 - c. The capacity to use this knowledge to assist Child Protection achieve improved client and system outcomes.
4. Capacity and desire to support improved engagement by Child Protection with both victims and perpetrators.
5. Demonstrated understanding of the *Family Violence Protection Act 2008*, the *Children, Youth and Families Act 2005*, *Privacy and Data Protection Act 2014*, the *Health Records Act 2001*, the Multi Agency Risk Assessment Framework, Victoria Police Code of Practice.
6. Willingness and ability to engage directly with perpetrators of family violence and with services working with perpetrators of family violence for the purpose of service linkage and referral.

Desirable

- An established strong working relationship with Child Protection.
- Proficient in the use of MS Office, databases and knowledge of a range of IT programs.

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.

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:

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- 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 within the scope of the role practises and processes, to meet service expectations.

Accountability and Extent of Authority:

- The freedom to act is subject to policies, strategies, objectives, budgets and regulatory/statutory control.
- Free to act within clear policies and procedures but with advice and guidance from the Team Leader.

APPLICATION PROCESS

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, 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. You will need to demonstrate that you have the necessary knowledge, experience, and qualifications to successfully carry out the duties of the position.
- Current Resume.
- The names and contact details of three professional referees, ideally one should be from your supervisor and from your most recent employer.
- All application enquiries, please contact Karen Andrews (03) 5430 3000.

APPLICATIONS

Closing date:

Wednesday 22nd July at 4.00pm

Email applications to:

vacancies@cnv.org.au

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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 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

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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.

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