

## 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.

## POSITION SUMMARY

Title:	Team Leader
Classification:	Social, Community, Home Care and Disability Services Award 2010 CDW – Level 6. Pay point dependent upon experience.
Team/Unit:	Client Services program
Work Location:	Office base is Bendigo, the scope of Client Services programs covers the DHHS Loddon area
Hours:	1.0 EFT (38 hours per week)
Contract:	On-going role
Salary Range:	Salary Range \$89,117 to \$93,128 annually. Hourly rate \$45.10 to \$47.13. 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 Outreach Services, Client Services.
Travel:	Travel will be required throughout the Loddon region.

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### POSITION OBJECTIVE

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.

- Provide direction, leadership and supervision of staff within the team;
- Provide assistance to the Leadership and Management team with program planning, monitoring and evaluation;
- Ensure the provision and measurement of high-quality client-centered 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.

### KEY RESPONSIBILITY AREAS

- Day to day program service delivery ensuring the provision of high-quality services to clients.
- Champion the strategic plan and quality work plan to staff.
- Oversee, support and strengthen intake, assessment and allocation processes and systems.
- Establishing and maintaining 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 Client Services team and to the practice within Client Services
- Ensuring that our 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 in Client Services.
- Higher duties as required.

### 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 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.

## 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;
- Resilience - Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure;
- Decisiveness - uses available information and exercises good judgment to make sound, timely and well-informed decisions;

## KEY SELECTION CRITERIA

### **Mandatory**

1. Tertiary qualifications in Social Work, Psychology, or other relevant discipline with a minimum of 3 years relevant experience.
2. 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.
3. 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.
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 including the ability to work cooperatively as a member of a team.
6. Ability to work with limited supervision and cooperatively within a team, with the flexibility to adapt to changing priorities and 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.
8. Knowledge and understanding of programs for men who use violence towards family members including men’s behaviour change, enhanced intake and case management.

### 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.

### 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.

### APPLICATION PROCESS

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

- Covering letter.
- 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.
- 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.

### **Application close: Thursday 27<sup>th</sup> August at 4.00pm**

Apply directly from the website [www.cnv.org.au](http://www.cnv.org.au) or email [vacancies@cnv.org.au](mailto:vacancies@cnv.org.au)

### 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.

## 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 including;

**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 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.

**OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS** - 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.

**RISK MANAGEMENT** - Employees are required to follow all policies and procedures in relation to risk management.

**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.

**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.

## ORGANISATIONAL OVERVIEW

### About the Centre for Non-Violence

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 Campaspe Integrated Family Violence 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.

## CNV's Structure

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
- 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

Our Corporate Services team 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 manages all aspects of human resources, occupational health and safety, 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.

Our Innovation and Impact Unit 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.

### 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