

**POSITION DESCRIPTION**

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| **Position Title:** | Specialist Family Violence Practitioner Brief Intervention |
| **Location:** | Quantum Office location as per employment agreement |
| **Reports To:** | Practice Leader Family Violence  |
| **Key Internal Contacts (Program)** | Family Violence |
| **Hours of Duty:** | As per Employment Agreement  |
| **Duration:** | Fixed term to June 2021 |
| **Position Funding:** | Funding is provided through the State and/or Commonwealth Government. |
| **Salary Classification:** | SCHADS Award Level 5 |

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| **About Quantum** |
| Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:* Homelessness including youth crisis accommodation
* Tenancy advocacy and support
* Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
* Family violence support for women and children
* Youth programs
* Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger.  We are committed to embracing everyone’s individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people.  Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone’s right to feel respected, safe, welcome and valued.In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.  |
| **Vision:** | Our Vision is to enrich the wellbeing of Gippslanders |
| **Values:** | Respect, Integrity, Empowerment |
| **Our Core Values:** | we are inclusivewe are accountablewe strive for sustainable outcomeswe are proactivewe show carewe are agile and adaptive |
| **Our Goals** | provide the right services and programs in the right placesincrease access to early intervention and prevention servicesattract, engage and invest in our peoplebuild the profile of Quantumachieve a sustainable business model |

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| **Primary Position Objective** |
| The role will be expected to provide brief intervention support to clients referred by The Orange Door – Inner Gippsland Area (The Orange Door), prior to allocation to Case Management. The role will deliver crisis response interventions, triage new referrals, engage in service planning, coordinate referrals, and, work collaboratively with the Family Violence team to support risk assessment and planning.The role will also provide interim support to women and women with children experiencing family violence and will respond to Motel Outreach referrals from The Orange Door and Safe Steps.The role will liaise with the Practice Leader Family Violence and the Hub Team Leader to coordinate new referrals from The Orange Door, and, to allocate referrals requiring ongoing case management support. It is anticipated that some referrals from The Orange Door may be resolved within the period of engagement with the Brief Intervention Practitioner and may not require ongoing case management support. |

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| **Duties and Responsibilities** |
| **Family Violence** | * Works within a feminist perspective to empower and increase the safety of women and children
* Understands the physical, emotional, psychological and behavioural impact of trauma and abuse on clients
* Demonstrates knowledge of family violence including context, principles, philosophies, policies and legislation
* Understands and applies family violence models, approaches, theories and practice when dealing with clients
* Uses MARAM risk assessment tools to assess levels of risk, harm and wellbeing, including imminent risk
* Respects client confidentiality and understands how to collect, record and share information in line with the Family Violence Information Sharing Scheme
* Respects diversity and works in a culturally sensitive manner
* Participates in community education by providing and disseminating information and increasing the awareness of the impact of family violence on our community to other agencies, community groups etc.
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| **Coordination** | * Identifies, assesses and prioritises risk and needs of women and children experiencing family violence
* Recognises and identifies interrelated issues and needs and how they impact on the presenting needs
* Manages time and responsibilities and is able to work autonomously
* Adjusts work priorities to address urgent matters
* Makes sound timely decisions to enable effective service delivery
* Is proactive and self- motivated and able to achieve key outcomes to required timeframes
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| **Administration** | * Records client information accurately and objectively within required timeframes
* Maintains client records/files in line with Agency and legislative requirements
* Uses technology and software applications effectively in accordance with task requirements
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| **Client Service Delivery** | * Educates and assists clients regarding their rights, responsibilities, including participation and empowerment strategies
* Establishes and maintains appropriate boundaries
* Works effectively with clients with complex needs
* Liaises and networks effectively with key internal and external stakeholders
* Demonstrates knowledge of exit planning and identifies ongoing supports for clients
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| **Communication** | * Recognises and respects differences in culture, style and viewpoint
* Reflects and promotes expected standards of behaviour and codes of conduct
* Communicates in an empathetic, clear and non-judgemental manner
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| **Continuous Quality Improvement** | * Commits to working in a continuous improvement environment
* Reflects on practice
* Participates in reviews of policies, programs and service delivery
* Identifies opportunities for improvement and acts to implement improvements
* Contributes to evidence based practice
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| **Agency Participation** | * Participates in regular supervision, review and individual planning, including the identification of training needs, provided by the Line Manager
* Contributes to a positive organisational culture; resolving conflict in a professional manner in accordance with agency policy and procedures and maintaining regular and professional communication with all relevant colleagues and management
* Participates and operates effectively within a team environment and attends and contributes to team meetings and agency staff meetings
* Supports and provides guidance to new employees and student placements
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| **Health and Safety** | * Promotes a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.
* Manages and documents critical incidents as per Quantum and DHHS CIMS reporting requirements
* Performs all duties in a safe manner and is conscious of the safety of self, other workers and clients in all interactions.
* Gives consideration to and recommends reasonable wellbeing initiatives that could benefit Quantum Staff.
* Maintains appropriate levels of self-care
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| **Key Selection Criteria and Mandatory Qualifications** |
| **Required** | * Tertiary qualification in Social Work/Social Sciences or other relevant field
* Relevant experience within the Community Services Sector
* Ability to identify and assess family violence risk; to complete safety planning and prioritise safety of women and children using the MARAM framework and to implement case management frameworks
* Demonstrated experience in working in crisis response initial assessment, including the ability to remain calm, positive and task focused
* An understanding and commitment to feminist philosophy
* An understanding of the social and political issues impacting women and children experiencing family violence
* An understanding of the key legislative, policy, practice and theoretical frameworks
* Demonstrated skills and experience in engaging and working with women and children who have been impacted by family violence.
* Demonstrated understanding of and experiencing in using relevant software and devices.
* Strong written and verbal communication skills
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| **Desired** | * Experience working in the family violence sector
* Understanding of local service system and referral pathways
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| **Conditions of Employment** |
| **Required** | * Current Working with Children Check (full not voluntary)
* Current Victorian Police Check (with no findings)
* Current Victorian Driver’s Licence with no risk of cancellation
* Compliance with Quantum’s Child Safe Standards
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| **Acknowledgement**  |
| Please sign and date to acknowledge you have read and understood this position description. |
| **Name (employee)** |  | **Date:** |  |
| **Name (line-manager)** |  | **Date:** |  |

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