
	<b>Position Title:</b> Senior Supervisory Specialist Family Violence Practitioner – Crisis Response Intake	<b>Team:</b> Northern Specialist Family Violence Service	
	<b>Band:</b> B	<b>Salary:</b> Stream 1, Level 6, Year 3	<b>Date:</b> February 2021

<b>OUR VISION AND PURPOSE</b>	<b>ROLE CONTEXT</b>
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>The Northern Specialist Family Violence Service (NSFVS) is the lead provider for the integrated family violence service system in the Northern Metropolitan sub-region. The NSFVS provides support services to victim survivors of family violence and their children inclusive of cis gendered heterosexual women and, their children; and people from the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer Community (LGBTIQ+) and their children. NSFVS provides a range of specialist family violence programs. The service aims to support victim survivors and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence.</p> <p>The service operates within a collaborative &amp; supportive team environment with a strong focus on partnerships with relevant external organisations.</p>
<b>OUR VALUES</b>	<b>PRIMARY OBJECTIVES OF THE ROLE</b>
<p><b>We expect all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a ‘fair go’</p> <p><b>Integrity:</b> to be true to our word</p> <p><b>Respect:</b> to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p><b>Accountability:</b> to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Senior Supervisory Specialist Family Violence Practitioner – Crisis Response Intake plays a critical role in family violence risk assessment, safety planning and engagement of victim survivors and their children across both the crisis and intake teams.</p> <p>This role is expected to provide a short-term, intensive family violence response working with victim survivors and their children to identify goals and achieve them. The worker will provide timely risk assessment and safety planning to victim survivors. This response includes the provision of emergency accommodation and support to victim survivors currently residing in emergency accommodation. The role will utilise available safety responses to enable people to return to their homes if possible. The role will ensure integration of this suite of responses with the broader family violence team as well as linking with external services as required.</p>
<b>OUR VALUES</b>	<b>REPORTING RELATIONSHIPS</b>
	<p>This role is based at our Eaglemont Office in Berry Street’s Northern Region, Wurundjeri Country</p> <p>This role reports to either the Team Leader Crisis Response or the Team Leader Crisis Response Partnerships who will provide supervision and review.</p> <p>This is a supervisory role and will supervise a number of Practitioners in the team.</p>

## EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to service delivery that prioritises diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

## KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated knowledge and understanding of the gendered nature of family violence and the ability to articulate a feminist practice framework, including the impact on victim survivors and children.
- Demonstrated ability to reflect on and analyse complex situations arising from immediate family violence need with a capacity to adapt, support and manage change.
- Demonstrated experience working with victim/survivors in intake or short-term crisis responses.
- Demonstrated experience in working with victim survivors and their children from cultural backgrounds other than your own or who have varying abilities.
- Knowledge of the Family Violence Protection Act 2008, Child Youth and Families Act and the Multi Agency Risk Assessment and Management Framework (MARAM).
- Capacity to supervise other staff.

## QUALIFICATIONS AND OTHER REQUIREMENTS

- A minimum Bachelor level qualification in Social Work, Psychology, Welfare or related discipline.
- Staff must hold a valid WWCC, current drivers license at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

## DESIRABLE

- Ability to speak another language.
- Previous experience working with family violence victim/survivors

## ABOUT THE NORTHERN SPECIALIST FAMILY VIOLENCE SERVICE

The Northern Specialist Family Violence Service (NSFVS) is the lead provider for the integrated family violence service system in the Northern Metropolitan sub-region. The NSFVS provides support services to victim survivors of family violence and their children inclusive of cis gendered heterosexual women and, their children; and people from the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer Community (LGBTIQ+) and their children. NSFVS provides a range of specialist family violence programs.

The service aims to support victim survivors and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence.

Underpinning the service provided by NSFVS is a commitment to work within an intersectional feminist framework that recognises that gender inequality and the privileging of heterosexual, cis gendered masculinity drives violence against heterosexual, cis gendered women and their children and against people from the LGBTIQ+ communities.

The service acknowledges the social pattern of inequality in which violence and abuse is perpetrated. The service works from a framework that attempts to promote victim survivors' sense of self and encourage their own agency (empowerment). This framework incorporates an understanding of the multi factorial contributors to the experience of family violence by any individual.

This includes contextualising a person within their culture. In our work with Aboriginal Torres Strait Islander people we understand that colonisation and the resulting destruction of kinship networks, i.e. the targeted disruption to secure attachments through institutionalisation has resulted in significant transgenerational trauma which continues to impact on the Aboriginal community and influences the perception of the community towards services such as Berry Street.

The service also acknowledges that people from Culturally and Linguistically Diverse (CALD) communities bring experiences from their countries of origin and cultures (including political and religious status) and migration histories that require recognition.

This service acknowledges the power imbalance experienced by people with disabilities when they are dependent on others for their care. This imbalance increases the prevalence to all forms of violent and controlling behaviours.

The service has an appreciation of the negative impact of family violence on the development and well-being of children and adolescents.

The service operates within a collaborative and supportive team environment with a strong focus on partnerships with relevant external organisations.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provision of timely telephone, face-to-face and/or online responses to victim survivors who have experienced or are experiencing family violence and require information, support and/or referral to appropriate services.</li> <li>• Undertake comprehensive risk assessment (CRAT) with victim survivors based on their own assessment of their and their children's' safety, evidence-based risk factors and worker professional judgement.</li> <li>• Provision of an intensive short term case management response to victim survivors and their children who are in crisis accommodation because of experiencing family violence and are at high risk, including psychosocial education, advocacy in the statutory and justice systems, support to access other services as required.</li> <li>• Develop and review comprehensive safety plans with victim survivors and their children.</li> <li>• Provision of advocacy on behalf of victim survivors and their children in the statutory and justice systems, support access to required services.</li> <li>• Actively respond to referrals from a range of community and statutory organisations, prioritising victim survivors assessed at high and escalating risk of family violence.</li> <li>• Liaise with key stakeholders across the northern region, including Orange Door practitioners, to deliver the required outcome for victim survivors and their children.</li> <li>• Provide consults and support for staff in the crisis response and intake teams</li> <li>• Provision of supervision to specialist family violence workers</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Record all reportable information on CSnet, for DHHS service delivery tracking under activity numbers as directed.</li> <li>• Ensure all regular line management supervision is attended.</li> <li>• Report any conditions that pose a risk to staff or the agency.</li> <li>• Excellent written and oral communication skills.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Support the team leaders to develop/review protocols or formal agreements with key stakeholders, sharing of information, confidentiality of agreements, decision-making processes and conflict resolution processes.</li> <li>• Cooperate and participate in any evaluation processes either broadly related to family violence work or specifically regarding the strategies.</li> <li>• Identify professional development opportunities for supervisee's and the broader teams.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Assist and support in over-viewing referrals.</li> <li>• Other duties as required.</li> </ul>



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& Their Future.

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Occasional
	Work in unstructured environments (e.g. outreach, working from home).	Daily
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office (*virtual platform).	Regular
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Daily
	Interact with clients and members of the public who may display a full range of emotional expressions.	Daily
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings and concentrating for long periods of time	Daily
	Use technology including Zoom, Microsoft teams, outlook, photocopier, and telephones.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular