

Position Description

Coordinator – Goldfields Family & Domestic Violence Coordinated Response Service

Our Vision and Purpose

Anglicare WA has a vision of a just and fair Western Australia where everyone can thrive. Our purpose is to drive positive outcomes for those in need and challenge barriers to thriving.

Our Values

At Anglicare WA, we are:

<p>All about people</p> <p>We show compassion, placing people at the heart</p>	<p>Focused on strengths</p> <p>We believe in and amplify the strength of people and communities</p>	<p>Fiercely inclusive</p> <p>We make sure that everyone can belong</p>	<p>Trusted partners</p> <p>We walk alongside and inspire trust</p>	<p>Curious and creative</p> <p>We seek new ways to do better</p>	<p>Gutsy and courageous</p> <p>We tackle difficult issues, speak up and take action even when it's hard</p>
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Team Purpose and Contribution

Ensuring a quality service delivery and outcomes for women and children following recorded family and domestic violence incident reports through comprehensive case management, education programs and practical support.

Role Purpose and Contribution

To provide an outreach service to improve the safety, resilience and capability of vulnerable women and their children experiencing family and domestic violence

Role Relationships

This role:

- Reports directly to Team Leader, DV Outreach.
- Works directly with the Family Violence Response Team.
- Works closely with Anglicare WA staff and other service providers in the local community.
- This role supports women and children experiencing domestic violence within the Great Southern region.

Key Responsibilities

Key CRS Case Worker **responsibilities** of this role are to:

- Provide culturally appropriate and culturally safe responses to Aboriginal and Torres Strait Islander families and communities
- Deliver face-to-face outreach to adult and child victims identified in a Family Violence Incident Report (FVIR)

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- Working in partnership with the Western Australia Police and the Department of Communities to jointly assess and triage Category 1 and 2 FVIR's
- Operate in line with the FDVRT Operating Procedures which outline the:
 - Operations of the FDVRT model
 - Role and responsibilities of its partner agencies; and
 - Reflects the key areas of practice that must be adhered to by all partner agencies to support a baseline level of consistency across the state.

Key **advocacy and support** responsibilities of this role are to:

- Work with women and their children exiting women's refuges to support them to sustain safe and secure accommodation.
- Assist in supporting a person's access to other support services and provide a client centred and culturally safe response.
- Work within the community to provide an early intervention and prevention response to women, with or without children, experiencing or at risk of family and domestic violence to be safe and supported.
- Provide strong advocacy to victims of FDV with referring agencies, family members and DCPFS

Key **case management** responsibilities of this role are to:

- Provide quality case management and support incorporating approaches that are
 - Person centred
 - Strengths based
 - Trauma informed
- Actively participate in reflective practice
- Develop safety plans for all clients

This role will **collaborate with others** by:

- Attending and participating in staff meetings
- Working with other support agencies, Police and Anglicare WA staff to ensure effective delivery of case plans

This role will contribute to **outcomes measurement** by:

- Maintaining quality and integrity of data
- Maintaining up to date case notes and client records

This role will contribute to a **compliance culture** by:

- Ensuring documentation meets organizational, legislative and funding requirements
- Ensuring service is provided in accordance with requirements of the Privacy Act and other relevant legislation and Anglicare WA policy and procedures

This role will **contribute to continuous improvement** by:

- Reviewing policies, procedures and work practices and making suggestions for change
- Embracing a safety culture and actively participating in workplace safety activities, including client risk reporting, hazard and incident reporting
- Other duties as required

Key Outcomes and Impact

The impact of this role will ensure the organisation has:-

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- Provided client focused responses to enhance victims safety
- Assisted clients to find solutions through information and advocacy
- Supported clients to reduce the harmful effects of family and domestic violence and to improve resilience and wellbeing

Person Requirements

Knowledge and Experience

Essential

- Ability to engage and build strong relationships with clients who have been impacted by family and domestic violence
- A developed understanding of the dynamics of family and domestic violence
- Experience providing services to Aboriginal and Torres Strait Islanders (ATSI) and Culturally and Linguistically Diverse (CALD) clients
- Skills and experience in case management
- Excellent written and verbal communication skills
- Organisational skills in order to prioritise tasks and manage time effectively
- Up to date knowledge of resources in the local area
- Demonstrated conflict resolution, advocacy and negotiation skills
- Ability to work in a team and independently across the local region on regular outreach

Desirable

- Theoretical knowledge of some of the key intervention models applicable to work with victims of family violence and their families

Qualifications and Licenses

Essential

- Diploma level qualification in Human Services and or significant skills and experience in working in the family violence sector
- A current WA Driver's Licence and access to a car
- A current National Police Clearance
- A current WA Working with Children Check

Desirable

- Tertiary qualifications in social work, psychology or related discipline

Motivation and Behaviours

- Ability to work within the Christian ethos of Anglicare WA.
- A commitment to the purpose and values of Anglicare WA

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