

Client Support Officer – Bayside Area

The Client Support Officer is a position in each Support and Safety Hub (Hub). The position is the first point of contact for people accessing the services of the Support and Safety Hub (Hub). Operating within the Hub Support Team, the Client Support Officer will respond to face-to-face, electronic and telephone enquiries from members of the public and partner agencies, providing responsive and timely advice and connections to services. The position will work closely with the Hub workforce to address client needs at first contact and provide tailored responses to client enquiries.

The ability to respond effectively and inclusively to clients accessing the services of the Hub, and to demonstrate honesty and integrity in all interactions, underpins success in this role.

Are you

- Committed to providing high quality service delivery to vulnerable clients?
- Able to communicate sensitively and effectively in complex and challenging situations?
- A high performing team player with a collaborative approach?

Title	Client Support Officer
Classification	VPS-3
Team, unit	Support and Safety Hubs, Family Safety Victoria
Work location	Frankston
Position number	DFFH/FSV/601499/601500/601501
Employment type	2 x Ongoing - Full Time (1.0FTE) - 76 hours a fortnight. 1 x Ongoing - Part Time (0.7FTE) – 53.2 hours a fortnight.
Salary range	Value Range 1: \$70,791 - \$78,375 plus superannuation Value Range 2: \$79,889 - \$85,956 plus superannuation
Position reports to	Operational Support Officer, Family Safety Victoria
Further information	Mark Taylor, Operational Support Officer 0447 157 466
Closing date	11.59pm on Sunday 7 March 2021

Support and Safety Hubs

The Victorian Government has committed to implementing all 227 recommendations of the Royal Commission into Family Violence and to delivering on the vision described in *Roadmap for Reform: Strong families, Safe children*.

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (Hubs) across Victoria to provide a new way for women, children and young people experiencing family violence, and families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services. The Hubs will also focus on perpetrators of family violence, to keep them in view and play a role in holding them accountable for their actions and changing their behaviour.

Ending Family Violence: Victoria's Plan for Change released in November 2016, sets out the Victorian Government's commitment to establish a network of Support and Safety Hubs (Hubs) across all 17 Department of Health and Human Services (DHHS) areas. The Hubs will be central to Victoria's approach to addressing both family violence and ensuring child safety and wellbeing. The Hubs will also form a critical part of the broader service system response.

The *Support and Safety Hubs: Statewide Concept* (Statewide Concept) released in July 2017 describes the intent, scope, key functions and roles of the Hubs and how the Hubs will contribute to the vision and aspirations of Victoria's Plan for Change and Roadmap for Reform. It outlines what the Hubs will deliver across the state as part of the future service system; the approach government is taking, and a number of principles for the design of the Hubs.

The Statewide Concept highlights that the safety of victim survivors and children will be the Hubs' first priority. It also recognises that a gendered understanding of family violence and an understanding of child and family vulnerability are critical to effective services and systems.

Hubs will be accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. The Hubs will engage perpetrators and plan interventions to hold them to account.

Family Safety Victoria (FSV) will facilitate statewide coordination and development of the Hubs model, including with the support of a Hubs Statewide Reference Group. FSV will oversee the establishment of the Hub network in collaboration with the local Hub Leadership Groups, Hub Operations Leadership Groups and Hub Establishment Groups which will lead the implementation and management of the Hubs in each area.

The Victorian Government has committed to the initial establishment of five launch sites in the DHHS areas of Mallee, Barwon, Bayside, Inner Gippsland and North-East Melbourne from early 2018, with Hubs in all 17 DHHS Areas by the end of 2021.

Given the phased approach to implementing the Hubs and the evolving nature of the design process, certain elements of this service model may change over time. The role and operations of the Hubs will not be static or fixed at one point in time. Just as the practice of the Hubs will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of the Hubs will continue to develop and be informed by community needs, co-design, evaluation, and practice learnings. Future development of the service model will continue to be set at the statewide level, informed by local practice and experience.

Our vision

To create a future where all Victorians can enjoy safe and respectful personal and family relationships, where children grow up in families that value their health, development and wellbeing.

Our role

The Hubs will deliver a fundamental change to the way we work with women, children and families, and men. The role of the Hubs is to provide:

- a more visible contact point so that people know where to go for specialist support
- help for people to identify family violence and child and family safety and wellbeing issues
- advice based on contemporary risk assessment tools and guidance and best available information

- specialist support and tailored advice for victims, families and children, and perpetrators
- a strong focus on perpetrator accountability
- connection and coordination of access to support
- an approach across the spectrum of prevention, early intervention and response
- a system-wide view of service capacity, client experience and outcomes.

The Hubs will support the agency of women, children and families, to ensure that the services they receive meet their needs and their goals.

Our personality

Empathetic

Everything we do starts from the perspective of the person. Our people understand the complex nature and drivers of family violence and treat people affected by family violence with dignity and respect.

Driven

We have a sense of purpose and a drive to make a positive change. Our services are responsive, innovative and effective.

Leadership

Our people actively engage across government to lead the family violence agenda and are committed to supporting reforms which promote and achieve gender equality.

Collaborative

Our people proactively develop and maintain purposeful relationships across government and with the family violence, family services and broader social services sectors. We are influenced and guided by specialist expertise and peoples' lived experiences.

Creative and Engaging

We are committed to doing things differently, opening up thinking and considering new possibilities and use a range of engagement approaches to help end family violence.

Our team

Hubs will bring together different workforces and practices to create an integrated Hub team and a consolidated intake point in each Hub area to create a new way of support for:

- women, children, young people and families experiencing family violence
- perpetrators of family violence
- families in need of support with the care, development and well-being of children.

This will be achieved by drawing on the expertise of CSOs and bringing together workers from organisations that currently:

- receive police referrals for women who are victims of family violence
- receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- receive child wellbeing referrals
- provide the Child FIRST service
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services.

The Hubs Team will include a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DHHS. For each launch site the size of the team will vary to reflect the local needs.

Accountabilities

1. Support the Hub Manager and broader Hub workforce in delivering client-focused objectives as aligned with strategic policy directions for Family Safety Victoria.
2. Competently and sensitively prioritise tasks to provide optimal service delivery to clients.
3. Exercise advanced interpersonal communication skills in response to diverse presentations of client needs, including sensitivity to changes in behavioural presentation and indicators of risk and aggression.
4. Provide a clear description of the services provided by the Hub, and provide timely and up-to-date information, in response to phone, e-mail and face-to-face enquiries.
5. Identify client pathways within the internal Hub environment, and support client access to the relevant services and team members.
6. Actively develop and maintain effective working relationships across the Hub workforce.
7. Actively develop and maintain a strong understanding of organisational structures within the Hub and the broader service system.
8. Respond effectively to ensure that Aboriginal people receive culturally appropriate services that meet their needs.
9. Respond effectively to clients from diverse communities to ensure an inclusive and responsive approach.
10. Comply with OH&S and emergency procedures, in line with the Operational Guidelines and procedural frameworks.
10. Provide administration support, including ascertaining and maintaining client information, stakeholder and community service organisation communication, and general clerical duties.
11. Keep accurate and complete records of work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.
12. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the Victorian Government's occupational health and safety (OHS) policies and procedures.

Selection criteria

Knowledge and skills

1. **Communication:** ability to establish working relationships with stakeholders, clients and other service providers; ability to respond sensitively and effectively to clients presenting difficult behaviours; is able to apply active listening skills and de-escalation strategies.
2. **Self-management:** accepts responsibilities for own actions; focuses on the most important goals; has a realistic and balanced view of own strengths and weaknesses; recognises own feelings and personal prejudices and understands why they occur.
3. **Customer Service:** provides high quality, supportive and effective service delivery; is committed to delivering a positive client experience; represents a professional image and standard; ability to provide accurate and up-to-date information to clients and stakeholders.
4. **Responsiveness:** is able to quickly identify options and reach an informed conclusion; actively seeks out solutions and pathways to improve client outcomes and service experience; is motivated to stay informed about the local Hub workforce, the wider organisation, and relationships to the broader service system.

5. **Planning and Organisation:** demonstrates competent administration and organisational skills, including database entry and records maintenance; takes an organised, methodical approach to work; holds work to a high standard and pays close attention to detail.

Personal qualities

6. **Empathy and reflectiveness:** can quickly establish a natural rapport with a range of people; understands the experiences, feelings, and viewpoints of others; is aware of own strengths and limitations, and of the impact that their conduct has on others.
7. **Integrity:** committed to the public interest; operates in a manner that is consistent with the organisation's code of conduct; inspires trust by treating all individuals fairly.
8. **Relationship building:** establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
9. **Initiative and accountability:** proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
10. **Teamwork:** cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for other's feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

Qualifications

- A Driver Licence and a willingness to undertake work-related travel when required to access points within the Bayside Peninsula Area (Desirable but not mandatory).

Specialist expertise

- Demonstrates an understanding of the complex nature of family violence including the gendered nature of family violence, as well as sensitivity to the behavioural outcomes of experiences of violence and trauma.
- Experience working with vulnerable people in a service delivery environment.
- Experience in client facing roles, phone operations, email management and general administrative duties.

Safety Screening

- All applicants are subject to a National Police History 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.
- 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. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website www.immi.gov.au and can be searched for under the phrase, 'penal clearance certificate'

Conditions and benefits

People who work for Family Safety Victoria must comply with the *Code of Conduct for Victorian Public Sector Employees* 2007 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of Family Safety Victoria can enjoy a range of generous Victorian Government employment benefits. These include attractive salaries, flexible leave arrangements and training and development opportunities. Please see www.careers.vic.gov.au/why/benefits-conditions

Family Safety Victoria promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact the Diversity Unit on DiversityInclusion@dhhs.vic.gov.au

How and where to apply

Family Safety Victoria prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.

- Online – existing staff: click through to the job opportunities page from the DHHS intranet homepage.
- Online – external applicants: visit the job search page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search
- If you are unable to apply online or having difficulties accessing the information online, please phone HR Advisory Services team on 03 9096 0554 for assistance.

Other relevant information

For other important information about the recruitment process, please read the department's Information for applicants page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants or request a copy from the contact for further information listed under the 'Position details' section of this document.