



## POSITION DESCRIPTION

### November 2018

<b>Position</b>	Team Leader – Family Violence First Response
<b>Stream</b>	Integrated Family Violence Services
<b>Reports to</b>	Manager – Family Violence First Response
<b>Employment Status</b>	12 month fixed term
<b>Exemption</b>	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
<b>EA 2017 Classification</b>	Level 6
<b>Located</b>	Women's Health West, 317-319 Barkly Street, Footscray VIC 3011 (This position may be required to work various shifts including after hours and be located at other sites in the Western region at times)

### Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence services provide a range of programs to women and children who experience family violence including crisis response, case management, housing and court support. We also provide services designed to promote healing and recovery including women and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants and receives additional funding from benevolent trusts and philanthropic organisations.

### WHW Family Violence First Response Program

As part of sector-wide reforms currently underway arising from the Royal Commission into Family Violence, WHW is establishing a new family violence first response program to ensure that an effective, integrated and high-quality crisis response service is available 24 hours a day, seven days a week to women and their children experiencing family violence in the western metropolitan region. The enhanced family violence first response program model has been designed to increase the amount of crisis response support provided after-hours and to enhance the organisation's responsiveness to women in crisis through a face-to-face service. Two teams will staff the program, working across a variety of shifts providing L17 police referral triage and crisis response, intake and court support, and enhanced face-to-face crisis support within and outside core business hours, including weekdays and weekends. The expanded family violence first response team includes a mix of senior case managers and case managers who will have the opportunity to develop their knowledge and skills.

## Position Purpose

The team leader family violence first response is a member of the integrated family violence services leadership team and is responsible for providing daily leadership, management and coordination of WHW's family violence first response program in close collaboration with the manager and other team leaders. This includes ensuring effective responses to referrals from police, drop in or by phone, ensuring appropriate court support services, and providing an enhanced after-hours crisis response to women experiencing family violence across the western region. This position provides supervision and operational support to family violence first response team members to ensure the delivery of high-quality, client-focused and trauma-informed family violence crisis response services. This includes ensuring adequate support and guidance is provided to case managers so that they can develop additional skills and knowledge. As a team leader, this position is responsible for the maintenance of DHHS performance standards to achieve ongoing accreditation and for the collection of client data in accordance with the relevant policies and procedures. The team leader is also involved in developing and maintaining productive and collaborative relationships with community and agency partners to contribute to positive client outcomes and plays a leadership role in ensuring collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives. This position may be required to travel within the western metropolitan region and may be located off-site.

## Key Result Areas and Responsibility

**Coordinate the effective delivery of the family violence first response program at WHW, ensuring high-quality, client-focused and trauma-informed crisis interventions and support are provided to women and children experiencing a family violence crisis in the western metropolitan region.**

- Coordinate referral and secondary consultation responses, primarily from Victoria Police (L17) or WHW intake, by the crisis response case managers to ensure that women most at risk receive a timely response and that referrals received in previous shifts are followed up to ensure women are receiving appropriate support.
- Ensure comprehensive risk assessments, safety plans, interim response plans and program assessments for women and any accompanying children are completed to a high standard.
- Ensure accurate information, support, resources and referrals (to internal and external services) are provided to women and that interim response plans developed in consultation with women are of a high quality.
- Ensure women at serious risk of family violence are referred to the Risk Assessment and Management Panel (RAMP) where appropriate.
- Ensure all family violence first response case managers use a client-focused framework that supports women's active engagement in all planning and decision-making processes related to their lives.
- Oversee the court support roster, ensuring that family violence first response case managers are available to assist women at court to help them to understand the process and their rights when seeking intervention orders.
- Oversee the enhanced after-hours program roster, ensuring that family violence first response case managers are supported to follow up on L17 / intake referrals and provide face-to-face crisis responses after hours.
- Oversee the administration and acquittals required for the enhanced after-hours program and for crisis and emergency relief brokerage funds.
- Ensure family violence first response case managers are receiving the guidance, support and developmental opportunities required to enhance their skills and knowledge.
- Lead and coordinate a portfolio area as assigned by the family violence first response manager (e.g. community information sessions, court support, intake/L17 triage, enhanced after- hours).
- Provide timely staff and program status reports to the family violence first response manager as requested.

- Performance of other duties that are required that are within the range of the employee's skills, competency and training.

**Contribute to the effective management of the family violence first response program including planning, implementation, monitoring and review of activities specified in the WHW integrated family violence services work plan.**

- In conjunction with the family violence first response manager, develop and implement a program roster, ensuring that all shifts are adequately staffed, that there are equitable workloads and that service delivery is timely.
- Regularly monitor program targets for family violence first response services.
- Actively monitor performance standards to DHHS requirements to ensure that the family violence first response team meets DHHS accreditation standards.
- Contribute to the development and monitoring of family violence first response expenditure in line with program goals and agreed targets, and ensure sound financial management so that all reporting obligations and budgetary goals are met, and sustainability and appropriate development of programs achieved.
- Ensure all family violence first response case managers maintain accurate case files, triage and assessment documentation, including case notes, in a manner that will meet all auditing requirements of WHW, DHHS standards and legislative obligations.
- Oversee administration and acquittals of brokerage and ensure petty cash is appropriately accessed and maintained.
- Ensure program data is collected to inform planning and to meet data recording requirements of DHHS and the WHW board (SHIP and SHOR data collected monthly).
- Support and provide direction to family violence first response case managers responding to client critical incidents to ensure they are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.
- Contribute to program continuous quality assurance processes and programs.
- Participate in the after-hours consultation roster to ensure after-hours family violence first response case managers have access to on-call telephone support and direction.

**Provide supervision and effective human resource management for the family violence first response case managers, fostering a collaborative culture in line with organisational values, building workforce capability and undertaking succession planning for a sustainable organisation.**

- Have responsibility for the recruitment and induction of family violence first response case managers.
- Engage in and provide regular supervision tailored to the needs of each team member to support their ability to deliver operational services and programs consistent with the goals and values of WHW.
- Facilitate regular team meetings to support the development of the team and their ability to provide efficient and effective operational services.
- Ensure work plans are in place in order to undertake annual performance development and action planning, and engage in regular reviews of team members to encourage development of responsive service delivery.
- Identify personal and professional development opportunities for team members arising from the annual appraisal process.
- Monitor leave entitlements, including personal leave, annual leave, flexitime and time in lieu of team members.
- Undertake a probationary review with each new team member and offer an exit interview to each exiting staff member in line with WHW policies.
- Ensure any concerns about staff performance and/or behaviour are dealt with in a timely manner, supporting staff to improve performance and/or resolve any concerns.
- Role model respectful and professional behaviour within the work environment at all times, displaying leadership, initiative, openness, honesty, genuineness and transparency.

**Develop and maintain productive and collaborative relationships with key community and agency partners to contribute to positive client outcomes and enhanced program delivery.**

- Proactively build and maintain positive relationships with Victoria Police, magistrates' courts, hospitals, Safe Steps and other community agencies to ensure effective crisis responses for women and their children experiencing family violence.
- Proactively build and maintain positive relationships with Elizabeth Morgan House, VACCA and other Aboriginal and Torres Strait Islander organisations to ensure effective crisis responses for Indigenous Australian women and their children experiencing family violence.
- Develop, plan and run community information sessions that support staff from agencies and organisations across the western region and familiarise them with WHW integrated family violence services' pathways for women and children experiencing family violence.
- Identify, participate in and represent WHW aims and interests on key family violence networks and in relevant forums in a manner that strengthens WHW's profile and influence.
- Actively promote WHW and our programs to our community partners to ensure maximum collaboration that supports positive outcomes for clients.

**Provide leadership to ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.**

- Play a leadership role in program, stream, leadership and staff meetings and planning days.
- Build, lead and actively participate in cross-stream mechanisms, including professional development, relevant committees and events, designed to facilitate links within and between family violence first response services, the IFVS stream and the whole organisation, ensuring that cross-program collaboration and referral processes are embedded in all aspects of WHW's operations.
- Support team contributions to the development and implementation of organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool.
- Provide secondary consultation and support to other members of the IFVS stream.
- Lead by example and actively work to progress organisational continuous quality improvement and risk management frameworks.
- Lead and engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

**Key Selection Criteria**

1. Tertiary qualifications in social work or related discipline, and eligibility for AASW membership or other professional body.
2. Leadership experience in the area of family violence service provision, with direct experience in providing family violence crisis support services highly desirable, including those that respond to women and their children from diverse communities.
3. Demonstrated experience in supervising and leading teams for the successful achievement of program goals and tasks.
4. A demonstrated understanding of legislation, theory and practice as it relates to the provision of family violence services to women and children.
5. Substantial experience in developing effective and collaborative working relationships with external partners and agencies to improve service user and program outcomes.
6. Demonstrated commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
7. Well-developed interpersonal and communication skills that support the capacity to lead and develop staff, and to promote and represent WHW.

8. Good analytical and conceptual skills, including the ability to plan, implement and review services.
9. Excellent written and verbal communication skills
10. Sound computer skills including use of data base applications.
11. Current Victorian driver's license and willingness to travel.

### PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

### REVIEW OF POSITION DESCRIPTION

This position description will be reviewed **biennially** as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

### ADDITIONAL INFORMATION ABOUT WHW

1. Aboriginal and Torres Strait Islander women and those who speak languages other than English are encouraged to apply.
2. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

### FURTHER INFORMATION

If you have specific queries about this position please contact the Manager - family violence first response on 9689 9588.

To apply for this position, please send your written application responding to the key result areas and key selection criteria marked 'Confidential' to the address below, with three nominated referees, including your most recent line manager.

Recruitment  
Women's Health West  
317-319 Barkly Street  
FOOTSCRAY VIC 3011  
[recruitment@whwest.org.au](mailto:recruitment@whwest.org.au)