

Position Description

Position Title:	Family Violence Worker		
Agreement/Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017 and the Social and Community Services - Victoria Award 2000		
Classification:	SACS Level 5 Pay Point 3		
Employment Status:	Full-time Fixed Term		
Hours of Work:	8.30 am to 5.00 pm Mondays to Fridays		
Probation:	A six (6) month probation will apply to this position (new staff only)		
Version Number:	2.0	Date Written: April 2021	
Version updates:	April 2020		
Approved by:	Signature:		
	Name:		
	Position: Chief Executive		
	Date:		
Nexus Primary Health			
<p>Nexus Primary Health (Nexus) conducts business from offices located in Broadford, Wallan, Seymour and Kinglake and across the Mitchell, Murrindindi, Greater Shepparton and Strathbogie Shires generally. Some services are provided on an out-posted or outreach arrangement.</p> <p>Nexus is committed to excellence in the delivery of holistic, accessible, community based health services that meet quality and safety standards. To ensure this, all staff have a responsibility to provide client services that are designed with a quality and safety framework in mind. We recognise that the landscape of health is changing, and to ensure that our communities have access to services, new ways of funding services need to be developed. Our staff's commitment is essential to this new approach.</p> <p>Nexus values meaningful community engagement and strong partnerships to ensure our services meet community needs. We strive to develop innovative programs and services and actively encourage community members to be responsible for their own well-being.</p> <p>Nexus is a health promoting workplace that actively celebrates and promotes diversity of backgrounds and differences to realise the potential of our employees. We encourage job applications from Aboriginal and/or Torres Strait Islander people, people with disabilities, people from the LGBTI community and people from culturally diverse backgrounds.</p> <p>Nexus is committed to the safeguarding of children and vulnerable people. All employees will undergo rigorous compliance screening prior to and during the course of their employment.</p>			

TEAM
Family Violence Team
POSITION OBJECTIVES
The role of the Family Violence Worker will work with families and children across risk assessments, family and safety action plans, case management, referrals, advocacy and support while developing and maintaining relationships with other key agencies. The emphasis in this role is supporting women
KEY RESPONSIBILITIES AND DUTIES
<p>Engaging effectively with those accessing services including:</p> <ul style="list-style-type: none"> • Undertaking a caseload and delivering as practitioner for family violence. • Providing responses within appropriate theoretical and practice-based frameworks i.e. using a strengths-based approach that focuses on what's working well for an individual or family, as well as where there are difficulties; • Delivering services and support via face to face and phone; • Engaging appropriately with people from diverse communities. <p>Managing risk and prioritising safety including:</p> <ul style="list-style-type: none"> • Identifying, assessing and prioritising risk and needs of all women and children • Managing risk, including high risk and complex needs, in an ongoing way <p>Providing effective services including:</p> <ul style="list-style-type: none"> • Supporting women, children and families, to ensure that the services they receive meet their needs and goals; • Working collaboratively with other services to support integrated risk assessment and planning including participating or leading case conferences and meetings; • Actively focus on planning which is centred around safety and giving victims choice and control wherever possible; • Applying for brokerage on behalf of clients in accordance with Brokerage guidelines; • Completion of assessments of perpetrator risk and tactics of power and control, alongside victim-survivors survival strategies, responses to risk and support needs, will consider the gendered and other social contexts in which family violence occurs; • Developing cross sector and multidisciplinary practice and capacity to respond to family violence; • Handling client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policy requirements; • Understanding the circumstances of diverse individuals, groups and communities whose experience of violence are compounded by multiple forms of discrimination and disadvantage that they face and as a result may require additional supports to receive access and full participation; • Building and maintaining positive relationships with key stakeholders to facilitate a partnership and integrated practice approach; • Working as part of a team ensuring the provision of safe and supportive environment in which people can make their own decisions and choices. This can include secondary consultation, joint assessments, coordination and information sharing, multi-disciplinary analysis and assessment; • Maintaining accurate and complete records of work activities in accordance with legislative requirements and information security and privacy policies and requirements; • Taking care for own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.

Be responsible for the reporting of complaints and incidents and monitoring of those directly related to service provision.

ORGANISATIONAL RELATIONSHIPS

Reports to: Team Leader Family Violence Team

Coordinates: none

Internal Liaisons: Nexus Primary Health staff

External Liaisons: Local and state-wide service agencies, Funding bodies and other regional, State wide, national and peak bodies as negotiated.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Meets performance indicators and outcomes as set by the Manager including funding requirements.

JUDGEMENT AND DECISION MAKING

This position requires the incumbent to be able to:

- Use their skills to undertake appropriate decisions in consultation with clients in relation to their individual needs and in their best interests.

Decision making can occur in a high risk environment

SPECIALIST SKILLS AND KNOWLEDGE

- Expert knowledge and experience working in family violence teams; has demonstrated experience in applying risk assessment and risk management frameworks in a family violence context; has knowledge of the gendered nature of family violence, the drivers and causes of family violence and feminist, intersectionality and human rights frameworks pertaining to adults and children; has deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families; has knowledge of practice working with women, children, families, victims and perpetrators of family violence; has experience working with Victoria's diverse communities.
- Stakeholder partnerships: demonstrated commitment to work collaborate with internally and externally with partners and stakeholders and community members. Capacity to build partnerships, negotiate and liaise at leadership level for the best interest of clients and outcomes.
- Self-management: demonstrates an ability to flexibly manage competing priorities and stressful situations.
- Experience using technology to complete daily work tasks.

MANAGEMENT SKILLS

- Well-developed time management and prioritisation strategies
- Well-developed case management and case coordination skills
- Ability and experience working with marginalised persons in a trauma related environment
- Able to self-manage mental and physical health in stressful situations

INTERPERSONAL SKILLS

This position requires the incumbent to have:

- Highly developed interpersonal and communications skills, including the capacity to advise and consult effectively with a wide range of clients, service providers and other professionals
- A demonstrated ability to work with staff from a range of programs in the organisation
- A demonstrated ability to represent the organisation with external providers
- Practical experience with a theoretical understanding of case management frameworks from a client centred approach.
- Direct service experience working with women and children who have experienced trauma
- Ability to assess client's needs, design appropriate plans and implement the plans.
- Advocacy and negotiation skills
- A sensitive approach to working with individuals and a philosophy of empowerment and strength based approach.

QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary qualification in social work, psychology or related field (Degree qualification is preferred).
- Related experience in a social service environment.
- Recent experience working with women directly affected by Domestic Violence in a trauma related framework.

ORGANISATIONAL VALUES

Nexus staff work with each other according to the Values listed below and the behaviours these values require when carrying out business:

These values are:

- **Innovation**
We will lead by example using evidence and embracing new ideas
- **Integrity**
We will act ethically and professionally.
- **Diversity**
We will seek variety and difference.
- **Empowerment**
We will enable people to live well
- **Accountability**
We will be responsible for our behaviours, actions and outcomes
- **Respect**
We will value the rights of others

OCCUPATIONAL HEALTH AND SAFETY

All staff are required to:

- comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures.

- take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.
- seek guidance about new or modified work procedures.
- ensure that any hazardous conditions are eliminated or minimised and that near-misses and injuries are reported immediately to the supervisor.
- strictly comply with the Nexus Healthy Work Environment policy including smoke-free office premises and grounds, company motor vehicles and client premises.

If the role includes people management duties, these include the requirement to manage the health and safety of people under your control and support the actions contained in Nexus OH&S policies.

RISK MANAGEMENT

All activities in an organisation involve risk. Risks may hinder the organisation from achieving and maximising its goals and need to be managed in a systematic, transparent and efficient way. Risks can impact on our financial viability, reputation, people, service outputs, management, compliance and our legal standing.

It is the responsibility of all management and staff to anticipate, understand and decide whether to modify the activities relevant to their area and level of responsibility in order to change the risk level.

Where they believe the risk of doing (or not doing) something is impacting negatively on maximizing our goals, staff are to communicate with the next level of management for discussion and consideration using Incident reporting mechanisms through *RelianSys*.

In addition, all Nexus employees are responsible for the reporting of all feedback and complaints received from clients, family members, community members or other stakeholders using the online systems through the Nexus website.

ENVIRONMENTAL SUSTAINABILITY

Environmental sustainability is an over-riding philosophy that Nexus embraces.

We seek to incorporate sustainability objectives and targets into all of our projects, programs and services to promote and participate in a culture of sustainability.

KEY SELECTION CRITERIA

Essential:

- Relevant tertiary qualification and/or experience (e.g. social work, psychology or welfare).
- Demonstrated experience of Family Violence and its impact on women and their children.
- Demonstrated knowledge and experience working with Family Violence models' approaches, theories and practices when dealing with families.
- Demonstrated knowledge and experience using the Common Risk Assessment Framework to assess levels of risk.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Demonstrated experience working in high risk decision making situations which may involve lethality
- Able to self-manage the high risk of vicarious trauma and burnout to reduce the likelihood of poor physical and mental health (i.e. PTSD symptoms)
- Excellent written and oral communication skills.

Desirable:

- Demonstrated skills and experience of planning programs for women who have experienced family violence
- Demonstrated commitment to working collaboratively with the capacity to negotiate and liaise with other agencies, government department and the community.
- Demonstrated resilience in stressful situations
- An understanding of:
 - The Family Law Act
 - The Family Law Mediation and Parent Dispute Resolution
 - Family Violence Act 2008.

SPECIAL REQUIREMENTS

- All staff are required to undergo a Police Records Check and three-yearly renewals.
- Appointment to the position is subject to a clear National Disability Insurance Scheme (NDIS) Worker screening check;
- A current Working with Children Check A current Working with Children Check (WWCC) is required for all positions. Successful employees are required to notify the Department of Justice when they change employers.
- Employees are required to advise Nexus of any changes that may affect their Police Records, WWCC or Disability Worker Exclusion Scheme status, and advise Management immediately.
- Any actual, potential or perceived conflict of interest must be immediately discussed with your Line Manager or Executive Manager
- A current Victorian Drivers Licence is required. Loss of licence or any licence infringement must be reported by the employee to Management immediately.
- A completion of pre-existing injury or illness declaration will be required prior to appointment to the position.
- A commitment to ongoing professional development is required.
- Strict confidentiality and privacy rules apply to all information held or received by Nexus.
- Staff must display appropriate safe behaviour at all times including when working with children – we aim to create a child safe and child friendly environment where children feel safe and have fun.
- Nexus is a learning organisation providing support and guidance to trainees and students where possible. Many Nexus staff provide support to students through Student Placement and Clinical Education programs.
- Nexus is a proud corporate member of the local communities in which we serve. Staff may be called upon to participate in a variety of activities to support our local communities. These are valued opportunities that build individual, team and corporate development and connection.
- Professional Memberships (including AHPRA registration where relevant) should remain current.

I have read this position description and agree to undertake the key duties and responsibilities listed above. This position description will be reviewed regularly in consultation with me. I understand that additional or other duties may be allocated to me appropriate to my training, skills and knowledge.