

Position description

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| Title | Advanced Family Violence Practice Leader |
| Reports to | Coordinator Family Violence Services |
| Classification & Salary | SCHCADS Level 8.1 (plus super and salary packaging) |
| Employment Status | Full-Time |
| Primary Location | Bayside Peninsula |
| Date | May 2021 |

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Advanced Family Violence Practice Leader is a position auspiced by Good Shepherd and embedded within The Orange Door (Support and Safety Hub) in Bayside Peninsula. This role provides practice leadership to The Orange Door team, which consists of staff employed by Family Safety Victoria, community service organisations, Aboriginal services and DFFH.

The Advanced Family Violence Practice Leader will work in close partnership with The Orange Door Leadership, within a matrix model of management, to lead family violence practice and provide secondary consultation with internal and external service providers.

The Advanced Family Violence Practice Leader will be responsible for providing practice leadership on risk assessment, risk management, case planning and providing expert authoritative advice to The Orange Door workforce in relation to complex family violence cases and perpetrator interventions. This role will proactively build specialist evidence-based family violence knowledge and capability across The Orange Door workforce in line with The Orange Door Service Model and Integrated Practice Framework.

Key Responsibilities

1. Leading and supporting family violence practice by:

- Providing specialist secondary case consultation and technical input on complex family violence cases and perpetrator interventions
- Providing specialist family violence expertise to the process of intake and assessment of responses to children's safety and wellbeing
- Co-working and providing daily specialist family violence support (as requested and required) for Team Leaders
- Where appropriate, jointly managing a small caseload of complex and/or sensitive family violence cases
- Working with practice leaders, Hub Team Leaders, and Hub practitioners where appropriate, to identify and resolve practice issues as they arise, especially where there are issues about family violence cases
- Supporting practitioners to understand the tactics of coercion, power and control used by perpetrators of family violence and to apply strategies to hold perpetrators to account
- Operating with autonomy and accountability in supporting specialist family violence practice.

2. Prioritising and approving Central Information Point (CIP) requests.

3. Prioritising and assessing potential referrals to the Risk Assessment and Management Panel (RAMPs). Responsible for uploading referrals to RISS (RAMPs Portal)

4. Leading, mentoring and developing Hub Practitioners and Team Leaders in family violence practice by:

- Building capability to deliver specialist family violence responses to victim survivors, children and families and perpetrators, informed by client experience and in line with the Integrated Practice Framework and relevant legislative frameworks, including the Children, Youth and Families Act 2005 and Child Wellbeing and Safety Act 2005
- Supporting practitioners to engage effectively with those accessing services, identify and assess family violence risk, manage risk and prioritise safety and provide effective services
- Ensuring Hub practitioners are up to date with any developments in the evidence or practice of family violence risk assessment, risk management and planning and perpetrator interventions
- Providing practitioners with relevant information, resources and tools, to support safe and effective family violence responses as part of an integrated practice approach
- Modelling and supporting culturally safe, inclusive and responsive family violence practice
- Modelling integrated practice approaches and behaviours integral to ethical clinical practice, including accountability and responsibility for decision making
- Supporting professional development of practitioners in partnership with other Practice Leaders, FSV, CSOs, DFFH, Aboriginal organisations and other local workforce and training planning initiatives
- Contributing to reflective practice for the Hubs team, in particular in relation to family violence knowledge and expertise.

5. Liaising with and providing specialist or secondary consultation to organisations and services within the Hub network in order to discuss direct service issues and ensure ongoing safety of victim survivors.

6. Working collaboratively with the RAMP coordinators to support multi-agency responses to people referred for RAMP in the Hub network.

7. Supporting system and service improvement by:

- Implementing systems and procedures to guide and improve specialist family violence practice, including risk assessment, risk management and planning
 - Working in partnership with the Centre Manager, Team Leaders, and other CSO Managers where appropriate, to foster high quality service
 - Fostering and facilitating family violence practice innovation
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- Providing sound judgement and authoritative advice on risks, priorities, practice issues and opportunities for service improvements to the Hub team, and where relevant the Hub Manager and/or relevant Hub governance groups
 - Participating in the monitoring and delivery of projects to respond to local specialist family violence practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.

8. Building and maintaining positive relationships with key internal and external stakeholders to facilitate a partnership and integrated practice approach.

9. Managing stakeholders through effective negotiation and influence and harnessing this network to support clients and ensure effective Hub operations.

10. Keep accurate and complete records of your work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.

11. 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 occupational health and safety (OHS) policies and procedures.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
 - Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own
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- practice
 - Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

Qualifications

- Professional clinical experience and relevant qualification(s) in social work, welfare, psychology or a related discipline is essential.

Specialist Expertise

- A strong knowledge and understanding of the drivers/causes of family violence and child and family vulnerability, as well as the child and family services and/or broader social services sector and their fundamental practices and theories is required.
- Demonstrated experience in leading family violence practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities is required.
- Demonstrated experience in the leadership of staff, who provide family violence support to women and children.

Mandatory requirement

- A current Victorian driver's licence
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Key Selection Criteria

1. Demonstrated ability to work collaboratively to drive cultural change
2. Expert knowledge and experience working in specialist family violence services as a leader
3. Experience supporting practitioners to deliver a client-centred trauma Informed practice that has focus on accountability for those who use violence; wellbeing and safety of women and children; and recovery from family violence
4. Sound knowledge of the MARAM Framework and Information sharing (FVISS/CISS) schemes and experience In embedding these as practice across a diverse workforce
5. Experience In building mutually beneficial partnerships with key stakeholders
6. Ability to diagnose trends, obstacles and opportunities In the Internal and external environment;; understand the link between natural systems and communities to Inform policy; and conceptualise and define the systems working within the organisation
7. Capable of self-management, including: the ability to engage in reflective practice; invite and review feedback on own performance; foster a positive work place culture; and provide a strong professional role model for the team

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.