

JOB DESCRIPTION

Position title:	Coordinator Family Violence
Approved by:	General Manager Operations
Date effective:	June 2021

PURPOSE

The purpose of this position is to provide effective and efficient operational oversight of family violence services and programs in alignment with Relationships Australia Victoria (RAV) Family Violence guidelines and contractual obligations. The role will coordinate and provide operational support for staff in the delivery of men's family violence services. This position also contributes to the strategic implementation of the family services program in line with the current state government reforms into family violence.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA), but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

OUR ORGANISATION

Relationships Australia Victoria (RAV) is a secular, community-based, not-for-profit organisation with no religious affiliations. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services across metropolitan Melbourne and regional Victoria.

POSITION SUMMARY

As part of the State Government's response to the Royal Commission into Family Violence, RAV is contracted by the Department of Fairness, Families and Housing (DFFH) and Department of Justice & Community Safety (DOJ&CS) to provide family violence services.

The Coordinator Family Violence is a multifaceted role with primary responsibility for coordinating the delivery of RAV's family violence services across multiple sites, including Men's Behaviour Change Program (MBCP) groups annually from multiple outreach locations, the perpetrator case management program and the family safety contact responses.

The role will ensure service delivery is consistent with the *Family Safety Victoria Men's behaviour change minimum standards 2018*, the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework and RAV's Quality Management policies and associated operational guidelines.

KEY RESULT AREAS

Area	Tasks
Leadership	<ul style="list-style-type: none"> Coordinate the family violence team activities as per contractual obligations.

	<ul style="list-style-type: none"> • Maintain an operational knowledge of and support other staff and management to comply with the Victorian family violence reforms, including the MARAM framework and the establishment of the Orange Doors. • Ensure operational systems and processes are in place that facilitate high quality, ethical and professional family violence risk assessment and risk management across the MBCP, case management and family safety support programs; and compliant with the <i>Family Safety Victoria Men's behaviour change minimum standards 2018</i>, RAV's program manuals, policies, procedures and guidelines. • Support effective team functioning through promotion of collaborative practices and performance monitoring against contractual obligations.
Quality client services	<ul style="list-style-type: none"> • Support effective team functioning through promotion of collaborative practices and performance monitoring. • Ensure quality client service delivery through developing and implementing local operational systems and processes that are consistent with organisational practice. • Ensure risk management processes are upheld by all staff within the FV program area including critical incident reporting and management.
Staff supervision	<ul style="list-style-type: none"> • Provide regular communication to staff in relation to organisational policies, procedures, and systems. • Engage with staff to develop team culture, work to minimise conflict, resolve issues as they arise by negotiating pragmatic solutions. • Provide guidance, support, and operational advice to the Senior Practitioner Family Violence. • Provide guidance and support to staff working towards meeting the Recommendation 209 Mandatory Qualifications (Family Violence Practitioners and case managers).
Contractual obligations	<p>Positively contribute to RAV meeting its contractual obligations by:</p> <ul style="list-style-type: none"> • Planning, scheduling, and coordinating the delivery of all components of family violence programs as per funding contracts across the dedicated locations. • Working closely with the Programs Manager Family Violence Services, to monitor targets set out by RAV and relevant funding bodies. • Ensuring the FV team maintain accurate client records, appropriate case notes and necessary forms on RAV, DFFH and DOJ&CS data management systems. • Ensuring that practice complies with appropriate policies and legislation (e.g. MARAM Framework, Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS)).
Stakeholder management	<ul style="list-style-type: none"> • Maintain positive relationships with the Senior Centre Manager, Assistant Centre Manager, Senior Practitioners, Programs Manager Family Violence Services, Practice Specialist-Family Violence and Child Safety, and colleagues, reporting relevant issues in a timely manner and contributing to a professional and harmonious workplace. • Foster good working relationships with relevant departments, external agencies, and professionals. • Represent RAV at appropriate forums and contribute to the development and implementation of the FV reforms (for example the

	Regional Integration Family Violence Partnerships and the No To Violence Members forum).
Professional development	<ul style="list-style-type: none"> Participate in professional development activities and regular supervision to ensure continuous improvement.
Quality assurance	<ul style="list-style-type: none"> In conjunction with the Centre Manager, and the Assistant Manager ensure all staff achieve effective and efficient day-to-day operational performance requirement. Co-operate with RAV policy development and implementation, contributing to the development and review of policies.
Policies, procedures and systems	<ul style="list-style-type: none"> Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required. Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour. Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).
Continuous improvement	<ul style="list-style-type: none"> Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals. Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.
Other	<ul style="list-style-type: none"> This position description is not an exhaustive list of responsibilities and you will be expected to perform different tasks which fit with your skills, abilities and knowledge as may be necessary according to the changing business environment, services and the overall objectives of RAV.

REPORTING

Line manager:	Senior Manager of relevant Centre.
Manages:	Responsible for the day to day oversight of the FV team including FV casual staff pool.
Key internal liaison:	Senior Manager in delivery of contracted services, Assistant Manager, Senior Practitioners, FV team members, other staff at the Centre(s), (administration), Programs Manager Family Violence Services and Practice Specialist – Family Violence and Child Safety.
External liaison:	Clients, the Orange Door, other specialist family violence services and local service providers, community stakeholder groups, DFFH and Court Services Victoria, child protection, Child FIRST and family services, police, courts.
Note:	Reporting arrangements may change from time to time depending on business requirements.

OUR VALUES

INCLUSIVITY	Treating all people equally.
RESPECT	Treating everyone with respect.
INTEGRITY	Behaving with integrity in all our dealings.
TRANSPARENCY	Being open and honest in our communications.
ACCOUNTABILITY	Using our resources responsibly.
EFFECTIVENESS	Providing high quality, effective services and maintaining the highest professional standards.
ADAPTABILITY	Proactively responding to change to meet the needs of the community.

KEY PERFORMANCE INDICATORS (KPI's)

- Family violence team meets contractual obligations and standards in accordance with the *Family Safety Victoria Men's behaviour change minimum standards 2018*, DFFS and DOJ&CS and RAV FVS Manual.
- Relevant staff receive, where required, debriefing, support and feedback.
- Government department client and service delivery targets are monitored and met.
- Demonstrated leadership contribution to support effective team performance.
- Implementation of systems and processes for effectively and regularly monitoring targets set by funding bodies.
- Ensure maintenance of accurate program records within RAV and funder data management systems as per guidelines.
- Maintaining effective, contemporary knowledge of state and federal government policy in relation to family violence as well as current sector knowledge.
- Participation in and accurate record keeping of, supervision and professional development.
- Represent RAV family violence programs at appropriate forums in consultation with the Senior Manager.
- Attendance at, and participation in, staff meetings and contribution to a professional and harmonious workplace.
- Compliance with all RAV policies and procedures.

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

Qualifications and Prerequisites

- A qualification or relevant experience, in line with the mandatory minimum qualification requirements for specialist family violence practitioners under the Victorian Government Mandatory Minimum Qualification Policy. See below, for more information*
- A current Employee Working with Children's Check (WWCC) and a satisfactory National Police Check, and International Police Check (if applicable) and a current Victorian driver's licence is required.

Specialist Expertise

- Advanced understanding of relevant legislation and practice frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS) and the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM). A strong awareness of the life cycle stages in a family violence context, including social, historical, political, legal, cultural and organisational/systems impacts on victim survivors and perpetrators of family violence.
- An understanding of the gendered nature of family violence.
- Significant experience working in the family violence sector with a demonstrated ability to work and oversee complex work with clients where family violence is an identified risk.
- Capacity to work flexibly, independently, and cooperatively in a dynamic workplace environment with high level emotional intelligence and the ability to inspire and motivate others in times of rapid change.
- Highly developed program coordination and people management skills, including conflict resolution, team building and providing direction to staff.
- Demonstrated and sound problem-solving capability with a demonstrated ability to meet timelines, targets, and other key deliverables.
- Ability to work calmly and consistently under pressure with a capacity to respond to crisis.
- Well-developed negotiation, facilitation, and presentation skills; excellent communication skills (both written and verbal) and the ability to communicate with a diverse range of stakeholders.
- Demonstrated understanding of and commitment to principles of equality, diversity, continuous improvement.

- Demonstrated ability to meet contractual obligations, organisational requirements, and legislative requirements.
- Candidates with demonstratable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.

***Minimum mandatory qualifications requirements**

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- are considered EXEMPT under the policy
OR
- hold a Bachelor of Social Work or other equivalent qualification
OR
- have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.
OR
- hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to *work towards* an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please refer to the link above.

How to Apply

All candidates are required to complete the *Minimum Qualifications Pathways and Equivalency Self-Assessment* form and attach this with their application. Candidates may be asked to provide or discuss further evidence in the interview, relating to the above requirements.

Please contact the recruiting manager for a copy of the *Minimum Qualifications Equivalency Self-Assessment*.

If you have significant cultural knowledge and experience or lived experience and have faced significant barriers to education, and would like to enter via this pathway, this can be outlined in your cover letter or CV. Please note that candidates are not required to disclose lived or cultural experience unless they are applying for this role through the above pathway.