

Position title:	Specialist Family Violence Practitioner
Location:	Hume Community Hub
Reporting to:	Team Leader, Specialist Family Violence Services

VincentCare Victoria was established to provide a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria.

VincentCare’s primary focus is to:

- provide quality services for people at risk or experiencing homelessness, people with a disability, and men and women struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs so as to provide them with support and encouragement and enable greater independence.

Our Mandate

VincentCare was established to extend the Christian Mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians

Our Aspiration

To be the leader in providing care, hope and advocacy for those facing disadvantage

Our Purpose

To create opportunities and lasting change for the most marginalised

Our Values

VincentCare is committed to expressing Christian love by embedding the following values in its culture:

Courage, Leadership, Accountability, Compassion, Excellence, Dignity

Diversity and Inclusion

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.



Hubs

VincentCare services to clients are provided through hubs, with each hub providing a range of supports including accommodation, case management, and outreach.

Inner Melbourne Community Hub: Provides a range of accommodation and support services, including crisis accommodation, drug and alcohol case management, and adult outreach.

Northern Community Hub: A hub with housing dispersed throughout the community, along with family violence services, case management services and youth outreach services.

Social Enterprises Hub: Incorporates Ozanam Enterprises at Carrum Downs, an Australian Disability Enterprise which provides a range of supported, practical, hands-on employment and training opportunities to people with disabilities or facing other forms of disadvantage.

Hume Community Hub: VincentCare's Hume Community Hub was established in 2016 to incorporate the family violence support programs that have been operating in Shepparton for many years. The Hub also provides emergency relief, financial counselling and capacity building and home care packages.

Strategic Direction

In the past decade, VincentCare has initiated significant transformation, partnerships, leadership and action to guide the way the organisation delivers services to clients. VincentCare has done this to ensure the each individual's work culminates in fulfilling our purpose - to care for the most disadvantaged.

Strategic Directions 2018-23, builds our strengths and opportunities with a focus on five key outcome areas. They are:

- Improving our client-centred focus to everything we do.
- Growing partnerships, infrastructure, community engagement and funding.
- Innovating our services, our workplaces and our organisation to be more agile and more responsive.
- Cementing our place-based services and work toward an asset-based community development approach.
- Increasing our advocacy and influence to create lasting change for generations to come.

Leadership Team Operating Principles

The VincentCare model seeks to reflect a collegial approach which means:

- ✓ Collaborate and share information within the team to support policy development, the continuity and enhancement of service delivery, and the achievement of VincentCare's strategic objectives.
- ✓ Engage with all relevant stakeholders to inform our business planning and decision-making processes.
- ✓ Are transparent in our decision-making processes.
- ✓ Are loyal and committed to implementing the decisions made by the team in support of VincentCare's strategic objectives.

Role Scope and Purpose

VincentCare promotes a strengths based, client centred approach within its Case Management Framework, embodied in the Homelessness Recovery Model.

The position of Specialist Family Violence Practitioner sits within the Marian Community program based at the Hume Community Hub in Shepparton. You will be part of a highly effective team of Specialist Family Violence Practitioners who provide immediate interventions and short term case management to victim survivors, including children, experiencing and/or escaping family violence, and you will hold a complex case load as well as contribute to the 24/7 on-call roster.

Role Accountabilities

Key Result Area	Key Accountabilities
<p>Leadership</p>	<ul style="list-style-type: none"> • Actively contributes to a collaborative, inclusive and safe workplace culture that upholds accountability for client excellence and compliance. • Operates effectively to support and influence best practice through informed and empathetic determinations in a fast-paced, crisis driven environment. • Supports the Team Leader, Specialist Family Violence Services to identify, create and implement program reviews, needs analysis, risk assessments and change management processes. • Actively develops and maintains effective working relationships with stakeholders and external agencies, ensuring governance of interface arrangements/service agreements are embedded in the principles of shared care and collaboration. • Undertakes regular client file audits for the purpose of good practice, education and quality improvement and develops plans to assist Marian Community Practitioners to focus on improved service quality. • Participates in the enhanced after-hours crisis response on-call roster and be available on designated weeknights and weekends. • Actively participates in internal and external meetings to achieve improved service continuity, best practice standards and client focused outcomes. • Promotes accessibility and disability, Aboriginal reconciliation, Rainbow Tick accreditation, and diversity and inclusion. • Supporting capacity within the Marian Community team through the provision of high quality short term intensive case management responses and supports in line with established standards and procedures. • Supporting capacity within the Marian Community team to identify barriers and/or opportunities, to develop solutions and improve service quality, and to meet funding objectives and compliance.
<p>Client Excellence</p>	<ul style="list-style-type: none"> • Provides person-centred, high quality risk assessment and risk management in accordance with the MARAM practice guidance to support victim survivors who are at risk of experiencing and/or escaping from family violence. • Promotes an in-depth understanding of the gendered nature of family violence, intersectionality in family violence, and the nature, dynamics and impact of family violence across a broad range of familial relationships. • Promotes a person-centred, strengths based operational approach that preserves and respects diversity, equality, choice and client participation. • Supports and implements appropriate advocacy on behalf of victim survivors to maximise access to services and interventions, promoting a person centred and positive recovery journey. • Provides a consistent point of reference for the Marian Community

	Practitioners in delivering high quality case management services in line with the established standards and procedures.
Financial Management	<ul style="list-style-type: none"> Promotes and maintains accurate records when accessing VincentCare assets and systems, including allocations of expenses and/or client brokerage in line with position delegation, VincentCare policies and procedures, and funding obligations. Maintains up to date data records management systems to support accurate and timely reporting against performance, targets and associated funding compliance requirements. Operates according to VincentCare’s delegation policy assigned to the position responsibilities.
Compliance	<ul style="list-style-type: none"> Ensures compliance with VincentCare values, policies, procedures and accepted code of conduct. Ensures compliance with legislative and statutory frameworks that inform workplace performance and practice, including but not limited to recognised QIP accreditation standards, for example Rainbow Tick, and the Victorian Government’s Multi-Agency Risk Assessment and Management Framework (the MARAM), as well as the Family Violence Information Sharing Scheme (FVISS) Ministerial Guidelines as established by <i>Part 5A</i> of the <i>Family Violence Protection Act 2008 (Vic)</i> and the Child Information Sharing Scheme (CISS) Ministerial Guidelines as established under <i>Part 6A</i> of the <i>Child Wellbeing and Safety Act 2005 (Vic)</i>, collectively referred to as the Information Sharing (IS) reforms. A commitment to ongoing professional development as identified and/or as mandated, including participating in scheduled operational and professional supervision and reflective practice. Participates in all and any periodic reviews of work practices and operating arrangements within areas of accountability, including risk management, records management, codes of practice and funded program performance management. Confidently engages with Specialist Family Violence Sector peak agencies (e.g. Domestic Violence Victoria) in aligning program practices with mandatory compliance and funded program activity descriptions.

Key Contacts

- Hub Manager, Hume Community Hub.
- Program Manager, Specialist Family Violence Services.
- Team Leader, Specialist Family Violence Services.
- Senior Financial Counsellor, Hume Community Hub.

Key Selection Criteria

Qualifications

As per the minimum mandatory qualifications requirements (Royal Commission into Family Violence (2015) Recommendation 209) <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 meet minimum qualification requirements or equivalency principles, i.e. candidates are required to hold a Bachelor of Social Work or other equivalent qualification; or are considered exempt under the Policy; or have a minimum of 5 years relevant professional experience; or a related qualification as per the mandatory minimum qualifications requirement; or hold significant cultural knowledge and experience, lived experience, and/or have faced barriers to educational pathways (note Mandatory Requirements).

Experience - *Essential*

1. Experience (minimum 3-5 years) within the family violence response and case management context.
2. Demonstrated intake and assessment experience, integrating a trauma informed approach, with a strong focus on safety and risk management including the application of the MARAM and IS reforms practice principles.
3. Evidence of applying theory to practice when responding to the needs affecting victim survivors experiencing family violence, including children.
4. Demonstrated understanding of professional interaction case record principles that evidence accountability and responsibility.
5. Understanding issues affecting people in crisis who may be homeless or at risk of homelessness and evidenced ability to provide holistic responses to address complex needs.
6. Demonstrated experience and ability to manage conflict and challenging behaviours.
7. Ability to demonstrate culturally sensitive practice in relation to family violence, inclusive of the needs of LGBTIQ+, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse peoples.

Skills and Personal Attributes

Capabilities that demonstrate:

- Self-awareness and the ability to reflect and learn, responding well to feedback.
- Resilience in the face of set-backs, change and/or challenges.
- Takes initiative, acts with confidence and exercises sound judgement.
- Manages time effectively and prioritises competing demands appropriately in a fast paced, crisis driven environment.
- High level computer literacy.
- Excellent interpersonal and communication skills.

Mandatory requirements

- All appointments within VincentCare are subject to satisfactory completion of a police check and character/performance reference checks. Police checks will be undertaken for the

selected candidate prior to any job offer being confirmed and will be undertaken on a periodic basis during the period of employment.

- All appointments are subject to disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.
- The incumbent for this position must have and maintain a current Victorian Driver's Licence and Working with Children Check.
- Applications for this role are open to female candidates (including trans, gender diverse and intersex women) only under Section 28 of the *Equal Opportunity Act 2010*.
- Candidates wishing to enter the specialist family violence workforce via a related qualification or the 5 years related professional experience pathway (as per the mandatory minimum qualification policy) are encouraged to contact Rachel, Program Manager, Specialist Family Violence Services on 03 5825 9400.

This position description is a general outline of duties, responsibilities and requirements of the role. It is not an exhaustive list and from time to time VincentCare may review and amend the position description to meet organisational needs. Employees may be required to perform other duties that are within the scope of their competencies and skills.