

## About Us

Primary Care Connect is a local community health centre operating under the social model of health. We work with our community to create better health outcomes. Visit our website [www.primarycareconnect.com.au](http://www.primarycareconnect.com.au) for the organisations mission, journey and strategic direction.

## Our Values

### Individuality

We recognise everyone is unique and we strive to understand and build on their strengths.

### Growth

There are many different paths to a solution, and we support people on their journey.

### Meaningful Connections

We bring our focus and skill to build meaningful connections.

### Community

Through equity and quality, we strive to improve the health and wellbeing of our community.

## Staff Charter

### We see and acknowledge the whole person

- We draw on an understanding of a person's past and their hopes for the future to make a difference to their present reality
- We strive to hear the individual's voice and their specific needs, knowing that everyone is different and unique
- We recognise and build on strengths as the keys to individual change and progress.

### We nurture the seeds of ideas to grow the fruits of innovation

- Imagination in the service of others is fundamental to how we work
- Creative and critical thinking are encouraged in a changing world which requires adaptability
- There are many different paths to a solution and we support people on that journey of discovery.

### We find joy in the meaning and practice of helping others

- Every interaction with an individual has the potential to be a positive step and we bring our focus and skill to that purpose
- We celebrate the small and big wins together
- We help each other, knowing the value of real collaboration.

### We strive for equity and quality in care to meet the amazing diversity of our community

- We acknowledge the socio-economic, cultural and environmental conditions that contribute to health and wellbeing, and bring empathy to our understanding
- We continually look for ways to make access easier, pathways stronger and provide a safe space for all
- We are part of the community and committed to it, and this motivates us to set and reach high standards.

## Position Scope

This position works within the Family Violence Team with the aim to embed Family Violence Expertise within the Alcohol and Other Drugs sector, support continuous improvement, lead system and practice change and build sector capacity and capability to identify, assess and respond to family violence. The responsibilities of the role are This position works with Alcohol and Other Drugs (AOD) and Family Violence sectors to achieve these aims, within the required local, state and national guidelines and frameworks. The service areas for this position include Greater Shepparton, Moira, Strathbogie, Mitchell and Murrindindi.

## Position Reports

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This position reports to the Manager Family Violence and works within the Family Violence Team. It is also expected that this position works within the larger Primary Care Connect team, and network with external organisation.

## Key Performance Indicators, Duties and Responsibilities

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The key performance indicators below are the expected outcomes of this position. Timelines for achievement of key performance indicators will be set within the first month of employment and include clear objectives to be achieved throughout the probation period.

Development of a comprehensive workplan which is reviewed and updated at least annually. The workplan will include activities to build family violence capability and capacity, support collaborative practice and support Multi Agency Risk Assessment Management (MARAM) and Information Sharing Schemes (ISS) alignment and embedding

- Develop and deliver work plan with clear objectives, deliverables and outcomes
- Build family violence capacity and capability, enhance collaboration and support alignment and embedding of MARAM/ISS

### Providing secondary consultations to the AOD sector

- Provide family violence advice and expertise to assist AOD services in family violence identification and response practices
- Record the number and type of secondary consultations provided

### •Demonstrated engagement in state-wide Specialist Family Violence Advisor activity

- Provide input into state-wide activities including attending and contributing to meetings, trainings and focused groups.
- Share local learnings and project activities with other SFVAs

### Meet 100% compliance for data collection and program evaluation

- Participate in program evaluations as directed by management
- Present information as directed by manager

### Meet 100% reporting requirements in accordance with quality service provision

- Complete all client documentation in line with service delivery handbook
- Address any non-compliance from file audits by nominated due date

### Meet 100% compliance for meeting with direct line manager and team

- Attend monthly individual meetings with direct line manager
- Attend team and all-staff briefings or review minutes should absence be unavoidable
- Attend and report on meetings as directed by management

### Conduct yourself in accordance with Primary Care Connect core values and behaviours

- Be accountable for your own behaviour
- Support a high standard of professional respect
- Support an inclusive working environment

**Incumbent Expectations**

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**Qualifications**

- Maintain relevant qualifications and professional registrations
- Provide at commencement of employment a National Police Check, Drivers Licence and Working with Children Check

**Personal and Professional Development**

- Demonstrated experience, understanding and commitment of the need for both personal and professional development

**Communication and Organisational Culture**

- Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.
- Commitment to treating all clients with dignity and respect, recognising that we have no right to judge the situation of others who present for services.

**Administration and Documentation**

- Ability to thoroughly use PCC's policies and procedures to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

**Technical Skills and Application**

- Demonstrated knowledge and application of the skills, duties and responsibilities required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.
- Experience with or capacity to learn relevant database requirements, including TrakCare

**Team Work and Communication**

- Demonstrated ability to participate as an active member of a team, consistent with PCC's policies and procedures.

**Continuous Quality Improvement**

- Demonstrated ability to participate as an active member of a team, consistent with PCC's policies and procedures.
- Commitment to recognising the value of client feedback and hearing the client voice to support service delivery and improvement.

## Key Selection Criteria

The following are the key selection criteria for this position. Please address these in your application, providing relevant work examples of each criteria.

### Mandatory

- Tertiary qualification in social work, psychology or a related community services discipline
- Experience in the Family Violence or Alcohol and Other Drugs sectors or a high-level understanding of these service sectors
- Experience in project planning, delivery and evaluation activities to build workforce capacity and capability and lead system and practice change
- Ability to build and strengthening local collaboration amongst other service providers and partners
- Working understanding of relevant legislation and how it impacts on family violence including, but not limited to, the Family Violence Protection Act 2008; the MARAM Framework, the Family Violence Information Sharing Scheme and the Child Information Sharing Scheme.
- Ability to respond consistently and safely to family violence to keep victim survivors safe and keep perpetrators in view and accountable
- Experience using technology to complete daily work tasks
- Professional and personal alignment with Primary Care Connect core values

## Position Employment Conditions

### Award / Enterprise Bargaining Agreement

- Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017

### Classification

- SACS Employee Level 5 Pay Point 1

### Hours per Fortnight

- 67.5

### Administration and Documentation

- All new positions are subject to a probation period of six months from date of commencement.

## Position Approval

Chief Executive Officer: The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities and all other requirements of above titled position.

\_\_\_\_\_  
Chief Executive Officer

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Date

Incumbent: I acknowledged that have read and fully understand the requirements of the positions and will fulfil the obligations of scope, duties and responsibilities as listed in the above position description.

\_\_\_\_\_  
Incumbent

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date