
	Position Title: Personal Safety Initiative (PSI) Local Coordinator	Team: Western Family Violence Service	
	Band: B	Salary: Stream 1, Level 6	Date: September 2021

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>The Western Family Violence Service (WFVS) is the lead provider for the integrated family violence service system in the Central Highlands sub-region. The WFVS provides support services to victim survivors of family violence and their children inclusive of cis gendered heterosexual women and, their children; and people from the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer Community (LGBTIQ+) and their children. WFVS provides a range of specialist family violence programs. The service aims to support victim survivors and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence.</p> <p>The Personal Safety Initiative (PSI) is a Department of Families, Fairness and Housing (DFFH) initiative that aims to assist victim-survivors of family violence at high risk to remain in their homes while leaving violence.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The primary objectives of the Personal Safety Initiative (PSI) role are:</p> <ul style="list-style-type: none"> • Under the direction of the PSI State-wide Coordinator, and DFFH, ensure the effective delivery of PSI at the local level and ensure adherence to the DFFH operational guidelines and standards. • Coordinate the implementation of PSI including fostering relationships with key delivery partners at the local level. • Ensure that the PSI initiative is clearly communicated to key local stakeholders. • Work with the PSI State-wide network and DFFH to continually improve the quality and effectiveness of the initiative.
OUR VALUES	REPORTING RELATIONSHIPS
	<p>This role is based at our Mt Helen Office in Berry Street’s Western Region, Wadawurrung Country. This role reports to the Program Manager – High Risk and Specialist Services who will provide supervision and review</p>

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to service delivery that prioritises diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated experience in providing specialist family violence services for victim-survivors of family violence, including adults and children.
- Demonstrated knowledge and experience working with diverse communities such as Aboriginal populations, culturally diverse communities, those identifying as LGBTQI+, older people and those living with a disability.
- Technical knowledge in practice responses to family violence including a demonstrated understanding of the assessment of risk in relation to family violence.
- A comprehensive understanding of the complex nature and dynamics of family violence including the impact of family violence on victim-survivors.
- Demonstrated ability to reflect on and analyse complex problems and provide workable solutions.
- Capacity to professionally represent the program in a range of settings.
- Advanced personal and interpersonal skills, including demonstrated experience in contributing positively within a team, and the ability to lead, inspire and motivate others.
- Capacity to work flexibly in a dynamic work environment, with demonstrated problem solving and troubleshooting capability in situations of ambiguity.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A minimum Bachelor level qualification in Social Work, Psychology, Welfare or a related discipline, or a relevant Diploma level qualification with extensive experience.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Knowledge of the political and government initiatives driving family violence reform and of policy and law informing responses to violence against victim survivors including recommendations made by the Royal Commission into Family Violence and subsequent work to reform system responses, and the ability to share this knowledge and model systems of advocacy.
- Experience in family violence programs to facilitate safety in the home and/or experience with technologies in the family violence space.
- Experience in designing and delivering professional development/training programs.

ABOUT THE WESTERN FAMILY VIOLENCE SERVICE

The Western Family Violence Service (WFVS) is the lead provider for the integrated family violence service system in the Central Highlands sub-region. The WFVS provides support services to victim survivors of family violence and their children inclusive of cis gendered heterosexual women and, their children; this includes people from the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer Community (LGBTIQ+) through a range of specialist family violence programs.

The service aims to support victim survivors and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence.

Underpinning the service provided by WFVS is a commitment to work within an intersectional feminist framework that recognises that gender inequality and the privileging of heterosexual, cis gendered masculinity drives violence against heterosexual, cis gendered women and their children and against people from the LGBTIQ+ communities.

The service acknowledges the social pattern of inequality in which violence and abuse is perpetrated. The service works from a framework that attempts to promote victim survivors' sense of self and encourage their own agency (empowerment). This framework incorporates an understanding of the multi factorial contributors to the experience of family violence by any individual.

This includes contextualising a person within their culture. In our work with Indigenous people we understand that colonisation and the resulting destruction of kinship networks, i.e. the targeted disruption to secure attachments through institutionalisation has resulted in significant transgenerational trauma which continues to impact on the Aboriginal community and influences the perception of the community towards services such as Berry Street.

The service also acknowledges that people from Culturally and Linguistically Diverse (CALD) communities bring experiences from their countries of origin and cultures (including political and religious status) and migration histories that require recognition.

This service acknowledges the power imbalance experienced by people with disabilities when they are dependent on others for their care. This imbalance increases vulnerability to all forms of violent and controlling behaviours.

The service has an appreciation of the negative impact of family violence on the development and well-being of children and adolescents.

The service operates within a collaborative and supportive team environment with a strong focus on partnerships with relevant external organisations.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Funding and Authorised Responsibilities	<ul style="list-style-type: none"> • Liaise with Flexible Support Package (FSP) providers about client applications, eligibility and invoicing. • Co-ordinate Property Safety Audits, including communication with Registered Security Agencies (RSA) and case managers. • Review Property Safety Audit reports and sign off on recommendations to the FSP Provider. • Send approval for PSI response to RSA and case manager.
Professional Development	<ul style="list-style-type: none"> • Deliver training for SFVA case managers in the area on PSI operational, technology, and funding processes and requirements. • Deliver training for the area based FSP provider on core aspects of the PSI initiative, the role of SFVA case managers, and the role of the Local PSI Coordinator.
Operations and Administration	<ul style="list-style-type: none"> • Co-ordinate local ordering and delivery of Personal Safety Devices as per departmental agreements. • Oversee and troubleshoot safety technology issues arising at the local level. • Ensure equitable distribution (based on need and risk) of PSI packages to all PSI locations. • Coordinate and oversee evidence retrieval of Closed Circuit Television (CCTV). • Perform relevant administrative and clerical tasks and processes as required. • Maintain records as required. • Take minutes at any local area meetings and disseminate. • Prepare device utilisation reports. • Prepare and contribute to other reports and evaluations as required.
State-wide Reporting and Relationships	<ul style="list-style-type: none"> • Report on local activity to State-wide Coordinator and the department. • Report client demographic and high level data into the Commonwealth Data Exchange (DEX). • Liaise with State-wide Coordinator on complex cases and issues occurring at the local level. • Share knowledge and develop collaborative practices with the PSI Local Area Co-ordinator network through formal and informal channels.
Liaison with Delivery Partners	<ul style="list-style-type: none"> • Work with local Victoria Police on operational matters to build local knowledge and increase familiarity of PSI. • Liaise with security companies (preferred providers determined by the department) and case managers to facilitate Property Safety Audits. • Liaise with after-hours and alarm verification support agencies.
Monitoring, Analysis and Oversight	<ul style="list-style-type: none"> • Receive and review regular reports from the Registered Monitoring Centres (RMCs) regarding technology usage. • Receive regular reports from SFVAs on PSI client numbers, alarm usage, and other important data. • Act as a point of contact for SFVA case managers and ensure the PSI Operational Guidelines are functioning effectively at the local level. • Develop monitoring reports using appropriate templates for the State-wide Coordinator. • Oversee and troubleshoot challenging or complex case issues as reported by case managers in SFVA. • Document key learnings and issues that arise during the PSI implementation and delivery.
Other	<ul style="list-style-type: none"> • Other duties as required.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach, working from home).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Occasional
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional