

**POSITION DESCRIPTION**

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| **Position Title:** | Specialist Family Violence Practitioner - Brief Intervention |
| **Location:** | Quantum Office location as per employment agreement |
| **Reports To:** | Team Leader Family Violence |
| **Hours of Duty:** | As per the Employment Agreement |
| **Salary Classification:** | SCHADS Award Level 5 |
| **PD number:** | FVCM006 |

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| **About Quantum** |
| Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:* Homelessness including youth crisis accommodation
* Tenancy advocacy and support
* Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
* Family violence support for women and children
* Youth programs
* Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger.  We are committed to embracing everyone’s individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people.  Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone’s right to feel respected, safe, welcome and valued.In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.  |
| **Vision:** | Our Vision is to enrich the wellbeing of Gippslanders |
| **Values:** | Respect, Integrity, Empowerment |
| **Our Core Values:** | * we are inclusive
* we are accountable
* we strive for sustainable outcomes
* we are proactive
* we show care
* we are agile and adaptive
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| **Our Goals** | * Provide the right services and programs in the right places.
* Increase access to early intervention and prevention services.
* Attract, engage and invest in our people.
* Build the profile of Quantum.
* Achieve a sustainable business model
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| **Primary Position Objective** |
| The role will be expected to provide brief intervention support to clients referred by The Orange Door – Inner Gippsland Area (The Orange Door), prior to allocation to Case Management.  The role will deliver crisis response interventions, triage new referrals, engage in service planning, coordinate referrals, and, work collaboratively with the Family Violence team to support risk assessment and planning. The role will also provide interim support to women and women with children experiencing family violence and will respond to Motel Outreach referrals from The Orange Door and Safe Steps. The role will liaise with the Team Leader Family Violence and the Hub Team Leader to coordinate new referrals from The Orange Door, and, to allocate referrals requiring ongoing case management support.  It is anticipated that some referrals from The Orange Door may be resolved within the period of engagement with the Brief Intervention Practitioner and may not require ongoing case management support. |

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| **Duties and Responsibilities** |
| **Family Violence**  | * Works within a feminist perspective to empower and increase the safety of women and children
* Understands the physical, emotional, psychological and behavioural impact of trauma and abuse on clients
* Demonstrates knowledge of family violence including context, principles, philosophies, policies and legislation
* Understands and applies family violence models, approaches, theories and practice when dealing with clients
* Uses MARAM risk assessment tools to assess levels of risk, harm and wellbeing, including imminent risk
* Respects client confidentiality and understands how to collect, record and share information in line with the Family Violence Information Sharing Scheme
* Respects diversity and works in a culturally sensitive manner
* Participates in community education by providing and disseminating information and increasing the awareness of the impact of family violence on our community to other agencies, community groups etc.
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| **Coordination**  | * Identifies, assesses and prioritises risk and needs of women and children experiencing family violence
* Recognises and identifies interrelated issues and needs and how they impact on the presenting needs
* Manages time and responsibilities and is able to work autonomously
* Adjusts work priorities to address urgent matters
* Makes sound timely decisions to enable effective service delivery
* Is proactive and self- motivated and able to achieve key outcomes to required timeframes
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| **Client Service Delivery**  | * Records client information accurately and objectively within required timeframes
* Maintains client records/files in line with Agency and legislative requirements
* Uses technology and software applications effectively in accordance with task requirements
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| **Communication**  | * Records client information accurately and objectively within required timeframes
* Maintains client records/files in line with Agency and legislative requirements
* Uses technology and software applications effectively in accordance with task requirements
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| **Continuous Quality Improvement**  | * Commits to working in a continuous improvement environment
* Reflects on practice
* Participates in reviews of policies, programs and service delivery
* Identifies opportunities for improvement and acts to implement improvements
* Contributes to evidence based practice
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| **Agency Participation** | * Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Line Manager.
* Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.
* Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning.
* Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews.
* Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.
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| **Administration** | * Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants
* Maintaining accurate records.
* Maintain case files for all program participants.
* Reporting on a weekly, monthly basis or as requested.
* Records client information accurately and objectively within required timeframes
* Maintains client records/files in line with Agency and legislative requirements
* Uses technology and software applications effectively in accordance with task requirements.
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| **General** | * Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management.
* Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.
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| **Health and Safety** | * Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.
* Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.
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| **Key Selection Criteria** |
|  | **Service Delivery*** Relevant experience within the Community Services Sector
* Ability to identify and assess family violence risk; to complete safety planning and prioritise safety of women and children using the MARAM framework and to implement case management frameworks
* Demonstrated experience in working in crisis response initial assessment, including the ability to remain calm, positive and task focused
* An understanding and commitment to feminist philosophy
* An understanding of the social and political issues impacting women and children experiencing family violence
* An understanding of the key legislative, policy, practice and theoretical frameworks
* Demonstrated skills and experience in engaging and working with women and children who have been impacted by family violence.
* Demonstrated understanding of and experiencing in using relevant software and devices.
* Strong written and verbal communication skills.
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| **Desired** | * Experience working in the family violence sector
* Understanding of local service system and referral pathways
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| **Mandatory Qualifications** |  |
|  | * Appropriate tertiary qualifications with a minimum Bachelor degree (Social Work, Psychology, Family Therapy or Trauma Related Fields) and experience relevant to this position.
* Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address and telephone numbers of three referees.
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| **Conditions of Employment** |
| **Required** | * Provision of valid Working with Children Check (full not voluntary)
* Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter.
* Compliance with Quantum’s Child Safe Standards
* Entitlement to work within Australia
* 6 months probationary period
* The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation.
* The successful applicant must confirm their acceptance of the Offer of Employment from Quantum Support Services Inc. via the People Learning & Culture Portal.
* The successful applicant is required to comply with the policies of Quantum Support Services Inc.
* This position is subject to an annual Review.
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