

## Position Description

**Position:** FV-CaTS THERAPEUTIC INTAKE WORKER

**Program:** Van Go Central Highlands: Creative Children's Therapy program

**Reports to:** Van Go Team Leader

**Hours:** 0.6

**Classification:** As per SCHCADS Award

### OUR VISION

Safety, equality  
and opportunity  
for all people

### OUR MISSION

To promote respectful relationships  
through services which enhance the  
safety, autonomy and wellbeing of all  
women and children

### OUR VALUES

The organization works from a  
feminist perspective and  
values: Innovation, Integrity,  
Respect and Trust

### TURNING POINT: our collective spirit

**RESPECTIVE SUPPORTIVE INCLUSIVE CULTURALLY SAFE STIMULATING FLEXIBLE**

*More of:* Directness, Forgiveness, Trust, Tolerance, Acceptance

*Less of:* Negativity, Taking things personally, Assumptions, Undermining

### BUILDING BETTER ORGANISATIONS

#### MAKING OUR CULTURE VISIBLE

**The 4 pillars:** Empathy, Clarity, Engagement and Learning

Understanding and use of all processes and tools relating to the BBO Quality Improvement Project

Participating in the BBO processes to ensure client needs are met with a healthy and sustainable workforce.

### Position Context:

The Central Highlands Women's Collective (CHWC) began in 1983 with the premise that women have the strength to change the world. At the outset the Collective identified the need to name women's experience of family violence as essential in challenging community attitudes condoning violence against women. They sought to shine a light on the gendered nature of family violence.

Funding was received in 1988 for 'The Women's Resource Information & Support Centre' (WRISC). In the 1990's funding was specific to provide family violence outreach support (agencies historically supporting the work of women's refuges). The Collective, comprising personnel and non-personnel community members, managed WRISC under a flat structure until 2006. A new hierarchical staffing structure was then adopted. An Executive Officer and Business Manager were appointed. A new constitution was drafted to reflect the changed organisational structure and passed by members in October 2007. A board of governance was elected in November 2007.

WRISC Family Violence Support (as we are now called) is a non-profit organisation funded in the main by the Department of Human Services. WRISC provides a range of services for women and children living in or escaping from situations of family violence. Services include information, referral, advocacy, support, women's and children's support groups and children's counselling. The WRISC office is located in Ballarat and services are offered across the Central Highlands region of Victoria including the shires of Ballarat, Hepburn, Moorabool, Pyrenees and Golden Plains. Services are provided on an outreach basis (including outreach offices and home visits) and at the WRISC office. WRISC is a member of the Grampians Integrated Family Violence Committee and our services are delivered within an integrated service system working closely with police, courts and other agencies.

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#### Position Background:

In response to recommendations arising from the Royal Commission into Family Violence, the Victorian Government, through the Department of Health and Human Services (DHHS) called for submissions to strengthen and enhance the Family Violence Service System therapeutic service response to victims of family violence. In 2019 a consortium was formed consisting of WRISC, Berry Street and Ballarat Community Health. The consortium 'Family Violence Creative and Therapeutic Services (FV-CaTS)' received ongoing funding for provision of therapeutic services for children and families across 6 LGA's in the Central Highlands.

Berry Street – Restoring Childhood provide therapeutic services to children and their carers who have experienced family violence within the Central Highlands region – covering Ballarat, Pyrenees and Ararat.

Ballarat Community Health provide therapeutic services to women who have experienced family violence within the Central Highlands region based in Ballarat.

Van Go Children's Creative Therapy Program provide Creative therapeutic services to children and their carers who have experienced family violence within the Central Highlands region – covering Ballarat, Moorabool, Golden Plains and Hepburn.

This role will provide liaison and intake support within the FV-CATS consortium and external referral agencies, including The Orange Door. The position will require colocation between the consortia programs (where applicable) and TOD.

#### Position Objectives:

- To develop the Therapeutic Family Violence Service intake triage process, in collaboration with FV-CATS Consortia partners.
- To work cooperatively with both internal and external stakeholders, concerning the needs of infants, children and adults affected by violence,
- To develop and establish the agreed triage allocation process
- To support the evaluation of the model.

#### MAIN DUTIES AND RESPONSIBILITIES

##### 1. Service Delivery

- Assessment of new referrals into FV-CATS consortia
- Contribute to the delivery of services comprising of triage, assessment and treatment of families referred to the Therapeutic Family Violence Service
- Provide secondary consultation concerning the infant, child parent and adult mental health and family violence risk management needs of clients.
- Collaborate and incorporate family violence risk assessment and case management
- Maintain collaborative working relationships with both internal and external key stakeholders, including consortia partners.
- Participate in team meetings, training and other meetings as appropriate.
- Keep abreast of relevant theoretical, legislative and policy development.

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- Maintain client and workplace confidentiality with the exception of the mandated reporting of child-abuse and other duty of care and legal requirements.
- Foster a culture of respect.
- Perform all service delivery duties in accordance with professional practice standards and professional codes of ethics.
- Develop close working relationships with other agencies providing direct or indirect support to children who have experienced family violence to ensure an integrated response to children affected by family violence.
- Report serious and imminent concerns of safety for clients, staff or others to the Team Leader and/or Executive Officer and implement responses as required.
- Report critical incidents to the Team Leader and/or Executive Officer and implement responses as required.
- Provide secondary consultation and some community education to other service providers and individuals on issues faced by children, adolescents and parents who have experienced family violence.
- Act as an advocate for the rights of children and young people and ensure accessibility to existing services in accordance with the UN Charter of the Rights of the Child.
- Maintain client and workplace confidentiality at all times with the exception of duty of care and other legal requirements, and at all times fostering a culture of respect and dignity.
- Perform all service delivery duties in accordance with professional practice standards and professional code of ethics.
- Report serious and imminent concerns of safety for clients, staff or others to the Executive Officer and implement responses as required.
  - Report critical incidents to the Executive Officer and implement responses as required.

## 2. Administration and Documentation

- Complete client records in a professional and timely manner adhering to privacy principles and relevant policies and procedures.
- Ensure program data collection is maintained, accurate and reported on time and as requested.
- Ensure program evaluation processes are implemented and reported in accordance with the organisational evaluation framework.
- Produce high quality accurate and informative program and service reports as required.
- Assist in the upkeep of relevant spread sheets and databases.
- Manage time and use tools effectively to assist with planning and organising.

## 3. Teamwork and Communication

- Model commitment to the organisation's strategic plan, vision and values.
- Actively support the Building Better Organisation principles
- Communicate openly and respectfully about work matters to the appropriate people.
- Perform all duties in accordance with the organisations Code of Conduct, policies and procedures.
- Maintain a professional manner in all aspects of communication with clients, colleagues, stakeholders and the broader community.

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- Work cooperatively and harmoniously with others to achieve team and organisational goals.
- Prepare for and positively participate in team, program and organizational meetings as required.
- Bring any grievance or issue to your team leader as soon as practical.
- Promote a positive image of WRISC to members of the community through professional standards of personal presentation, behaviour and accountability.
- Represent WRISC on external networks and committees as negotiated.

#### 4. Continuous Improvement and Risk Management

- Contribute to the implementation of team and organisational strategic plans and ensure own work outcomes are achieved.
- Assist the implementation of quality systems and ensure the achievement of quality outcomes in own work area.
- Ensure own work practices at Van Go comply with relevant legislation and quality standards.
- Develop and document the service delivery model - including the development and review of relevant policies, protocols and procedures.
- Bring ideas for improving the role or resources you use to your team leader
- Maintain supplies of relevant resources.
- Identify occupational health risks and hazards, and contribute to a safe work environment.
- Actively participate in the risk management process appropriate to the position. For all types of risk, a comprehensive risk management process will be followed.

#### 5. Personal and Professional Development

- Actively participate in regular operational, clinical and group supervision and debriefing as required.
- Develop self-care strategies for yourself and team and monitor the effects of the work in supervision accessing available organisational support as required.
- Actively participate in WRISC's performance management program including the development of an annual work plan, and performance appraisal processes as required for yourself and staff.
- Identify training and professional development needs and goals and develop an annual professional development plan for yourself and team.
- Attend training, conferences and forums as negotiated.
- Demonstrate reflective and evidence based practice to support improved outcomes for children, young people and their caregivers through positive participation in supervision, case discussions, evaluation and feedback processes, and training.

## KEY SELECTION CRITERIA

- Demonstrated expertise of developmental trauma and the impact of family violence and trauma upon infants, children and parenting, child-parent relationships and adults
- Demonstrated ability to provide direct service in the clinical assessment and treatment of infants, children, young people, families and adults
- A strong understanding of the complexity of the family violence and child protection and family violence service systems and the issues involved in providing services to clients

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- Ability to provide secondary consultation and advice to non-clinical staff, including parents, health, education and statutory services
- Demonstrated commitment to working collaboratively and the capacity to negotiate and liaise with other agencies and the community.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Sound decision-making skills reflected in excellent clinical judgements.
- 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 practicing and promoting self-care strategies

### Qualifications

- A tertiary qualification in Social Work, Psychology, Welfare or related discipline.
- Experience in using family violence risk assessments.
- 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.

### Essential

- An understanding of the Child and Family Services sector and an understanding of the Children, Youth and Families Act 2006 and Family Violence Protection Act 2008.
- An understanding of the issues involved in working with families with diverse needs
- A minimum of two years' experience conducting clinical work with children and families

### CONDITIONS OF EMPLOYMENT

- The successful applicant will be required to undergo satisfactory pre-employment checks, including three referees, a criminal records check (entails proof of identity), working with children check and proof of qualifications.
- The successful applicant will be expected to have a current Victorian driver's licence.
- Employment is subject to a six month probationary period.
- A pre-employment health declaration is required.
- Terms and conditions of employment are based on the Social, Community, Home Care and Disability Service Industry Award 2010.

### DESCRIPTION OF WORK ACTIVITIES /ENVIRONMENT

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographical and office locations and other settings (e.g. schools).	Daily
	Work in unstructured environments (e.g. home visit).	Occasionally

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	Work office hours.	Daily
	Work in an open plan or shared office space.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	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.	Daily
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasionally
	Support and participate with clients in recreational activities (e.g. camping, gardening).	Rarely
	Participate in team development/building activities.	Regular
	Fluorescent lighting.	Daily
<b>Manual Handling</b>	Undertake minimal manual handling such as lifting of equipment which would be of varying weight and size (e.g. child car seats, books and resources).	Occasionally
<b>Administrative tasks</b>	Computer work, filing, writing reports, case notes/plans and client records, participate in meetings, concentrating for long periods of time, managing resources and budgets and researching and analysing information and data.	Daily
<b>Technology</b>	Use technology including photocopier, telephones, mobiles, fax, laptop, projectors, televisions, video, electronic whiteboards, security and duress alarm systems.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regularly
	Use public transport including trains, buses, trams and taxis.	Rarely

WRISC Family Violence Support Inc. employs only women as permitted under S.28 of the Equal Opportunity Act 2010.

**Full name:** .....

**Signature:** ..... **Date:** .....

**Line Manager:** ..... **Date:** .....

**Return a copy to the Business Manager**