Baptcare is a purpose driven and faith-based organisation working across Victoria, Tasmania and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum.

**ROLE PURPOSE**

+ SHIFT is an innovative Australian first, evidence - based family violence program targeted at supporting women who use force in intimate relationships. +SHIFT provides a 16-week evidenced based curriculum addressing women's use of force. The specifically modified curriculum focuses on the group members’ motivations, intent and consequences of their actions emphasising that the use of force is not appropriate and teaches healthy alternatives. The +SHIFT Group Facilitator role is to provide therapeutic group work and case management services to women who use force in intimate relationships. The Facilitator will work in partnership with the women, partner agencies and other stakeholders to assist the recovery of the women impacted by family violence and trauma.

The role reports directly to the Team Leader +SHIFT and indirectly to the Family Violence Services Manager and the FACS VIC Operations Manager.

**Part A: Organisation**

|  |
| --- |
| **Baptcare’s Vision, Mission and Values** |
| Mission: Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.  Vision: Communities where every person is cherished.  Our Mission and Vision are lived through our WE CARE values:   |  |  |  | | --- | --- | --- | | We care about… | Our Customers  We care about… | Our Team  We care about… | | Wellbeing | ... You are living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality. | ... Strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth. | | Ethics | ... Being genuine with you, leading with integrity and fulfilling Baptcare purpose in harmony with community expectations. | ... Being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs. | | Co-creating | ... Building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus. | ... Building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration. | | Accountability | ... Fulfilling our commitments to you and accepting our responsibilities to continually improve. | ... Fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed. | | Respect | ... Understanding and embracing your individuality, standing up for your equality and protecting your dignity. | ... Understanding and embracing your individuality, standing up for your equality and protecting your dignity. | | Effectiveness | ... Being focused on achieving the best outcomes for you, with you. | ... Ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers. |   We select staff and leaders who engage with and from the heart of our mission. We only engage employees who can deliver our mission.  Baptcare is committed to a being a child safe organisation by ensuring that all staff who work directly with children adequately maintain and update their knowledge of Child Safe Standards and provide protection to the children in our care. |

**Part B: Position specifications**

|  |  |
| --- | --- |
| **Relationships** | |
| Division: | Service and Operations - Family and Community Services (FACS) |
| Reports to: | Team Leader, +SHIFT |
| Internal: | All FACS Vic staff |
| External: | Positive Shift partners- Berry Street and Melbourne University, Department of Health and Human Services (DHHS), Family Safety Victoria (FSV), Department of Justice and Community Safety (DJCS), and community key stakeholders |

|  |  |  |
| --- | --- | --- |
| **Dimensions** | | |
| Annual Operating budget: | | N/A |
| Staff | Direct |  |
| Indirect | N/A |

|  |  |
| --- | --- |
| **Delegations and authorities** | |
| Capital expenditure: | TBC |
| Operating expenditure: | TBC |

|  |
| --- |
| **Key Accountabilities** |
| 1. Client outcomes: Commitment to the delivery of the +Shift program to vulnerable women and families impacted upon by Family Violence including those clients with complex needs and from diverse backgrounds utilising a variety of modalities including face - to face and virtual delivery.  2. Clients are treated in a kind, caring and respectful manner so they feel accepted and valued whatever their needs, ability, gender, age, religion, spirituality, mental health status, ethnicity, background or sexual orientation.  3. Demonstrates excellent communication skills and a positive customer focus.  4. Commitment to the safety, well-being and best interests of the client, and duty of care in the prevention, identification, and response to family violence.  5. Sustainable service delivery: Compliance with budgets, procedures and protocols to meet best practice and compliance with legislation, Baptcare quality systems and contractual obligations.  6. Strategic Partnerships: Maintain and encourage positive working relationships with key stakeholders and partners including funding body(s) and membership of key networks.  7. Team Development: Actively participate, assist and support the immediate and broader team to implement evidence - based practice and ensure exceptional customer service and outcomes-based support to clients.  8. Promotion of a high-performance customer centric culture.  9. Workplace Health & Safety Responsibilities. |

|  |
| --- |
| **Key Tasks** |
| **Operational activities:**   * Within the +Shift protocol - provide assessment, counselling and case support to clients of the service. * Maintain +Shift records including assessments, plans, case notes, reports and statistics within required timelines and in accordance with Baptcare, funder (\*e.g. DHHS) and privacy requirements. * Maintain clear, consistent communication with colleagues, consumers, families and other stakeholders. * Plan and facilitate group programs for women who use force, noting these groups may be run outside of business hours. * Develop, enhance and maintain positive relationships with key stakeholders. * Deliver services in an accountable, professional manner and with superior customer service, in accordance with legislation guidelines and duty of care requirements. This includes but is not limited to the Children, Youth and Families Act 2005 (Vic), Child Safe Standards, Family Violence Protection Act 2008 (Vic), The Career Recognition Act 2010 (Cwlth) and 2012 (Vic), The Charter of Human Rights and Responsibilities Act 2006, and Work Health and Safety Requirements * Engage with the day-to-day operations of the team including caseload management, performance management, professional development with guidance and support as required. * Maintain updated program knowledge of and work within Baptcare policies and procedures to fulfil program requirements. * Other duties as required to undertake the role.   **Strategic Partnering activities**   * Support and maintain effective positive relationships with internal and external stakeholders. * Support and assist with operational and strategic relationships, planning and initiatives within Baptcare. * Develop, maintain, and enhance effective relationships with DHHS and other funding bodies as per direction.   **Quality service provision**   * Monitor, investigate and assess to ensure risk management and monitoring obligations are fully met. * Demonstrate and drive a commitment to service provision within Flexible Approaches that meets all legislation, Government and Baptcare policies, procedures as well as Funding and Service Agreements. * Demonstrate and drive a collaborative and professional culture within the team and Baptcare to ensure quality service provision to clients. * Demonstrate an understanding of policy and procedures, and their implementation, in collaboration with the Team Leader. * Demonstrate a commitment to service delivery meeting evidence based best practice guidelines, DHHS standards, QIC standards and Child Safe standards.   **Workplace Health & Safety:**   * Actively demonstrate work health and safety leadership and personal commitment to working with all Baptcare stakeholders to achieving a Zero harm workplace. * Actively promote and foster constructive behaviours to enhance Baptcare’s organisational safety culture, “*The safety standard you set is the one you just walked by”*. * Actively promote, communicate and abide by Baptcare’s WHS Policy. * Ensure the implementation of Baptcare’s work health and safety systems, procedures and processes including management strategies. * Ensure that all work health and safety activities are underpinned by effective consultation and communication. |

**Part C: Person specification**

|  |
| --- |
| **Key selection criteria** |
| **Essential skills:**   * Experience in planning and facilitating evidence based/informed therapeutic group programs. * Sound stakeholder management and the ability to build and maintain strong, credible relationships with internal programs, local movements and networks, government associations, business leaders and other relevant stakeholders. * Ability to be self-directed and work autonomously. * Capacity to analyse complex issues, including the impact of violence and trauma, safety and risk, provide therapeutic interventions for victim survivors and assist them to achieve goals. * Ability to adjust to meet the changing situations of the client group while maintaining focus on delivery and follow-through * Excellent written and verbal English communication skills, including, negotiation, persuasion and problem-solving skills. * Demonstrated ability to adapt to meet a changing environment and needs of staff, and/or client group while maintaining focus on delivery outcomes. * Wholeheartedly aligned with Baptcare’s Mission, Vision and Values.   **Knowledge:**   * Demonstrated evidence informed program/theory knowledge and application of therapeutic models and theories to develop skill- based interventions that enable positive change. * Capacity to analyse complex issues, including the impact of violence and trauma, safety and risk, provide therapeutic interventions for women and assist them to achieve goals. * Knowledge of, and capacity to apply theories and frameworks of family violence, trauma, grief and loss, resilience. * Knowledge of and experience working within business to government and business to client environments. * Demonstrated level of self-awareness, resilience and the ability to manage multiple demands and prioritise accordingly. * Strong computer and data base management skills.   **Attributes:**   * Dedication to the Company’s Mission and Values. * Proven ability to establish trust, rapport and confidence with a range of stakeholders, including internal customers and external suppliers. * Highly motivated and passionate. * Strong execution. * Team player. * Cultural awareness. |

|  |  |
| --- | --- |
| **Qualifications** | |
| Essential: | Tertiary qualifications in Social Work, Health Promotion, Psychology or another relevant Human Services area |
| Desirable: | Knowledge and experience of group facilitation. |

|  |  |
| --- | --- |
| **Other** | |
| Essential | * Experience working within Child and Family or Human Service focused environment. * Experience working within a funded environment * Current Police Check(national and international if relevant) * Driver’s License * Current Working with Children Check |
| Desirable | * Experience in implementing evidence-based programs |

**Part D: Baptcare Expectations of Staff Behaviour**

|  |
| --- |
| **Expectation of behavior** |
| All staff play a key role in shaping and influencing workplace culture. This requires a consistent approach and commitment to the following:   * Treat everybody with respect and dignity and value people for who they are their unique contribution, irrespective of role or level in the organisation. * Accept that I have a key role in representing the team I service to the broader organisation and for positively promoting the organisation to the team and in any external environment. * Be clear and open about decision-making processes, wherever possible providing opportunities for others to be involved in decisions that affect their work. Give new ideas from others a fair hearing and proper consideration. Promote and role model an open, inclusive and collaborative approach. * Take a proactive approach to workplace health, safety and staff wellbeing. * Participate in staff learning and development and recognize the value of ongoing professional and personal development. * Actively encourage feedback from others about how I am going as a team member. * Consistently role model positive behaviours and ensure that I choose my attitude when I come to work. * Always behave ethically and with integrity. * Be engaged and have fun at work. |

|  |  |
| --- | --- |
| **DECLARATION** | |
| Essential | My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined. |
| Employee | Name: …………………….……. Signature: …………………………… Date: / / |
| Baptcare representative | Name: …………………………… Signature: ……………………………. Date: / / |