



# WORK WITH US

Towards a community free  
from family violence.

## Specialist Family Violence Advocate – After Hours

### Key Details

<b>Location</b>	Ringwood	<b>Remuneration</b>	\$93,860 – \$98,108 pro rata
<b>Employment Type</b>	Part – Time, Ongoing (14 hours per fortnight + on call)	<b>Classification</b>	<a href="#">SCHADS Award</a> Social and Community Services Employee Level 5
<b>Reports to</b>	Team Leader, Crisis Response	<b>Direct reports</b>	Nil

## What we offer

- We are a welcoming, supportive and inclusive team, driven by a shared vision of **a community free from violence where everyone is safe**
- We walk the talk on inclusion: **bring your whole self to work**
- We believe in **lifelong learning** and support our people to engage in professional development
- We embrace **flexibility and hybrid working** - whilst we believe some time together in person is critical (and the amount varies depending on your role), we know balancing life and work is important
- We have great benefits like **paid parental leave, EAP and wellbeing programs**

## About the job

The purpose of the After Hours Response – Family Violence (AHRFV) program is to improve the capacity of the family violence services system and to provide a 24 hour, 7 day week response to family violence. The SFVA will provide phone as well as face- to -face support for victims/survivors, who are experiencing family violence and require immediate support between 5pm and 9am on the following day (weekdays) and at any time on weekends and public holidays. AHRFV provides high quality service responses including information, advocacy, risk assessment, referral and safety planning.

## Your responsibilities

<p><b>Evidence based client care and support</b></p>	<ul style="list-style-type: none"> <li>■ Undertake risk assessments and safety planning for victims/survivors experiencing domestic and family violence seeking an after-hours response</li> <li>■ Provide a crisis response including practical support and information/resources for victim/survivors</li> <li>■ Assist and deliver services within the Crisis Response Team when required</li> </ul>
<p><b>Inter-organisational collaboration</b></p>	<ul style="list-style-type: none"> <li>■ Deliver services as per the After Hours Response Operational Guidelines (FSV) and assist the Crisis Response Team when required</li> <li>■ Manage brokerage expenses work within the after-hours response safety protocols</li> </ul>
<p><b>Data reporting and privacy</b></p>	<ul style="list-style-type: none"> <li>■ Complete SHIP entry for victim/survivors supported via After Hours Response</li> <li>■ Comply with all government and internal reporting requirements for program adherence, including data collection. Comply with all government legislation and internal policies and procedures.</li> <li>■ Complete compulsory reporting requirements, including gathering of statistical data on a regular basis</li> </ul>
<p><b>Team collaboration and learning</b></p>	<ul style="list-style-type: none"> <li>■ Participate in an after-hours on call roster in addition to core rostered shifts</li> <li>■ Support line manager to coordinate after-hours roster</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Ensure effective mechanisms are utilised to assist in reviewing program performance</li> </ul>
<p><b>Safeguarding children and young people</b></p>	<ul style="list-style-type: none"> <li>▪ Promote and provide a welcoming and safe environment for any children and young people you interact with at work</li> <li>▪ Act as a positive role model and interact with children and young people in a safe way</li> <li>▪ report any suspicions, concerns, breaches of policy, allegations or disclosures of alleged abuse by FVREE people or external individuals to your manager and the Safeguarding Officer.</li> </ul>

## To succeed in this job you will need the capability to

- Knowledge, experience and skills in; family violence risk assessment and safety planning, case planning and referrals.
- Ability to establish effective working relationships with clients and other service providers.
- An understanding of relevant theories and practice frameworks that relate to family violence, including the gendered nature of family violence, knowledge of trauma- informed, strengths- based and person -centred practice, and the FVREE suite of services.
- Capacity to provide a high quality family violence service inclusive of Aboriginal and Torres Strait Islander Women, children, young women, CALD clients and women who identify as LGBTI clients both over the phone and face-to-face.
- Ability to manage self-care, reflective practice and resilience with quality and responsive service provision.
- Proven ability to function both independently and within a team environment.
- Excellent organisational and administration skills including verbal/interpersonal and written skills as well as demonstrated conceptual, analytical and problem solving skills.
- Availability to undertake after hours outreach including some weekends and public holidays.
- Current Drivers Licence is required for this position.
- Demonstrated understanding and respect of the Child Safe Standards and child safety principles including the safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds as well as children who identify as LGBTI as well as children with a disability.

## You'll need these qualifications and/or experience

- Bachelor of Social Work\*
- Experience in Family Violence is desirable but not essential

*\***Recommendation 209** of the Royal Commission into Family Violence has led to the introduction of mandatory minimum qualification requirements for Specialist Family Violence Practitioners. You can find out more [here](#). During the 5 year phase in time you can still be employed as a practitioner if you are working towards an eligible qualification. This is called an employment pathway. If you don't hold a Social Work*

degree but are interested to apply, please speak to our People and Culture Team for advice! 03 9259 4200 or [peopleandculture@fvree.org.au](mailto:peopleandculture@fvree.org.au)

## Core Capabilities

Everyone at FVREE needs these capabilities to succeed:

<b>Sector and Organisational Purpose &amp; Values</b>	<ul style="list-style-type: none"> <li>▪ The skills required to uphold our values, reflecting the purpose of the family violence sector. Having a sound understanding of the family violence sector including key frameworks and how they apply to the services we deliver.</li> </ul>
<b>Leadership and Teamwork</b>	<ul style="list-style-type: none"> <li>▪ The skills necessary to work effectively as part of a team, both as a team member and leader. The ability to positively engage with others, collaborating and sharing knowledge and information. As a leader, having the capability to provide guidance, coaching and expertise that is adapted to the needs of the team.</li> </ul>
<b>Client Centricity</b>	<ul style="list-style-type: none"> <li>▪ The capability to put the client's interests at the centre of all decision making and having an understanding of their needs and challenges.</li> </ul>
<b>Personal and Professional Accountability</b>	<ul style="list-style-type: none"> <li>▪ The capability to be responsible and accountable for personal and professional actions, the actions of your team, and the actions of the organisation as a whole.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ The capability to communicate clearly, actively listen to others, and respond with understanding and respect across all forms of communication.</li> </ul>
<b>Innovation and Change</b>	<ul style="list-style-type: none"> <li>▪ The capability to be flexible, deal with ambiguity, and be ready to respond to the changing needs of clients, the organisation and the sector through thinking creatively and critically to promote continuous improvement. The ability to support, promote and champion change and assist others to engage with the change process.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ The capability to solve problems in an organisational context, demonstrating the skills required to think laterally and address emerging issues in a proactive manner.</li> </ul>
<b>Emotional Intelligence</b>	<ul style="list-style-type: none"> <li>▪ The capability to recognise and understand emotions in yourself and others and having the ability to regulate them and adapt behaviours accordingly to respond effectively. This includes the ability to support the resilience of your team and the organisation, in the face of sensitive matters and challenging circumstances.</li> </ul>

## Other important things to know

- A probation period of 6 months applies from when you join FVREE
- You will need to get some safety screening checks before starting in the role:

- A national criminal history (police) check renewed every 3 years
- An international criminal history certificate (if you've lived overseas for 12 months or more in the last 10 years)
- A Working with Children Check (renewed every 5 years)
- If you choose a hybrid working option, you'll need to have your own home office safely set up with equipment like a computer or laptop, desk and ergonomic chair.
- We take safeguarding children and young people seriously. In addition to our standard Code of Conduct, you will be required to sign and comply with our Children and Young People Code of Conduct which will be provided to you when you commence employment.
- This position description is a guide and reasonable additional duties may be requested