

POSITION:	Family Violence Crisis Specialist
REPORTING TO:	Senior Practitioner and Team Leader
DIRECT REPORTS:	Nil
KEY RELATIONSHIPS:	All
CLASSIFICATION:	Safe Steps Family Violence Response Centre and Community Services – Enterprise Agreement 2015-2019 – SCHADS Award Level 5

1. PRIMARY OBJECTIVES

Within the parameters of our constitution, service philosophy and the policy framework established by the Board, and under the direction and supervision of the **Team Leaders and Senior Practitioners**.

The Family Violence Crisis Specialist Brief Intervention and Intake and Assessment will work as part of the Victorian state-wide Family Violence service, providing a specialist brief intervention case management response to adult and child victim-survivors accommodated by the service to contribute to Safe Steps' operational objectives as outlined in the business plan and support the strategic direction of the organisation.

The role requires the highest level of professionalism, ethical behaviour, and compassion.

The **Family Violence Crisis Specialist** will ensure that diversity, inclusion, and equity are embedded in all aspects of the organisation for the benefit of clients and staff, including those from the LGBTIQ+ community, CALD, Aboriginal and Torres Strait Islander and people with disabilities.

2. ORGANISATIONAL CONTEXT

Safe Steps is the only 24/7, family violence response centre in Victoria, providing a “state-wide entry point” for victim-survivors of domestic and family violence. Services include information and referral, crisis response, specialist family violence risk assessment, safety planning, Webchat, and access to supported crisis accommodation.

Our vision is **safety, support and respect for all victim-survivors of domestic and family violence**. Our practice is trauma-informed and guided by evidence. We provide services to all victim-survivors and recognise that most of our work is dedicated to the needs of women and children which reflects the gendered nature of domestic and family violence.

Safe Steps is committed to ensuring diversity, inclusion, and equity are embedded throughout our organisation for the benefit of our clients and our staff. We focus on recognising and eliminating discrimination in the services we deliver. We believe our people are our greatest asset, and by supporting and incorporating their diverse talents, knowledge, perspectives, and experiences, we can strengthen our relationships with the communities with whom we work.

Our research and advocacy are informed by our practice and promotes the voices and diverse experiences of victim-survivors. We advocate to create systemic change and effective pathways for victim survivors from crisis to safety and recovery. We are courageous, empowering, inclusive, respectful, and reflective in all that we do. Safe Steps employs more than 100 full-time staff, part-time staff, volunteers, and students.

The **Family Violence Crisis Specialist** is based at the Safe Steps' head office in North Melbourne, however, working across all sites may be required.

The **Family Violence Crisis Specialist** is expected to uphold organisation's policies and procedures as well as the Department of Families, Fairness and Housing and Health and Human Services Standards, which include the following obligations:

- to respect client confidentiality
- to obtain consent for the disclosure of information about a client
- to inform any client who wishes to make a complaint about the organisation of their right to do so, and to assist them to initiate a complaint

Safe Steps' locations and unlisted telephone numbers may not be disclosed to any other person except in accordance with service procedures. The locations and unlisted telephone numbers of any high security refuges may not be disclosed to any other person other than in accordance with the instructions of each such service.

3. KEY RESPONSIBILITIES

Service Delivery

- Provide telephone and web-based crisis intervention, information, advice, and referrals to victim survivors and service providers.
- Deliver brief intervention case management when required and develop risk management plans in consultation with adult and child victim survivors.
- Assess and respond to family violence risk using the MARAM Framework to support safety and recovery.
- Ensure all services are delivered in line with Safe Steps' values, policies, and relevant legislation.
- Contribute to projects and initiatives aimed at improving statewide family violence crisis response services.

Team Support

- Actively participate in team meetings, activities, and collaborative practices.
- Foster a supportive and inclusive team culture that enhances overall service effectiveness.

Professional Development & Continuous Improvement

- Maintain and develop knowledge in family violence, feminist theory, intersectionality, and trauma informed practice.
- Engage in reflective practice, supervision, and professional debriefing.
- Participate in continuous quality improvement (CQI) initiatives to enhance service delivery and governance.

Occupational Health & Safety

- Comply with all OHS obligations, policies, and procedures to ensure a safe working environment.

Inclusion & Equity

- Promote and uphold Safe Steps' values of integrity, diversity, and empowerment.
- Implement inclusive practices that support LGBTIQ+, CALD, Aboriginal and Torres Strait Islander communities, and people with disabilities.
- Collaborate with services to ensure culturally safe and accessible support for all clients.

Other

- Perform other duties consistent with the position where required and/or requested by management from time to time.
- Promote and uphold Safe Steps' values of integrity, diversity, and empowerment.
- Implement strategies to ensure a welcoming and safe environment for all clients and staff, including those from the LGBTIQ+ community, CALD, Aboriginal and Torres Strait Islander and people with disabilities
- Engage in continuous quality improvement (CQI) to enhance service delivery and governance, ensuring inclusivity and equity.
- Collaborate with services to provide comprehensive support for the LGBTIQ+, CALD, Aboriginal and Torres Strait Islander and Disabilities Communities. Complete mandatory and other training as required.
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- Adhere to all organisational policies and procedures, including all workplace health and safety measures.
- Perform additional duties consistent with the role as directed by management.

4. KEY SELECTION CRITERIA

Essential

- Bachelor of Social Work or an equivalent qualification, or a willingness to work towards one.
- Minimum of 3 years' experience in the specialist family violence sector or working with individuals impacted by domestic, family, and sexual violence.
- Experience in telephone counselling is advantageous.

Sector Knowledge:

- Strong understanding of the specialist family violence sector in Victoria.
- Completion of MARAM Framework training and demonstrated application in crisis services, or willingness to complete training upon commencement.

Theoretical and Legislative Understanding:

- Sound knowledge of contemporary family violence practice, including the gendered nature of violence, social justice principles, crisis intervention, and trauma-informed care.
- Understanding of relevant Victorian legislation, including family violence, privacy, and child protection laws.

Skills and Attributes:

- Excellent oral and written communication skills, with the ability to engage effectively across diverse cultural and social groups.
- Demonstrated ability to work under pressure and within time-sensitive environments.
- High level of resilience, emotional intelligence, and established self-care practices.
- Flexible, calm, and positive approach to challenging situations.

Commitment to Values and Inclusion:

- Commitment to Safe Steps' core values: Integrity, Diversity, and Empowerment.
- Demonstrated experience in promoting diversity, inclusion, and equity.

- Understanding of the unique challenges faced by priority groups, including LGBTIQ+, CALD, Aboriginal and Torres Strait Islander communities, and people with disabilities.

Compliance Requirements:

- Current Working with Children Check.
- Willingness to undergo a National Police Check.
- Legal right to work in Australia.

5. IMPORTANT INFORMATION

- While Safe Steps reserve the right to exercise an Equal Opportunity Exemption in certain circumstances (H135/2022), Safe Steps values and encourages diversity, inclusion, and equity in all our services, programs, and practices.
- This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Comprehensive (Tier 1) level which requires mandated MARAM Family Violence Comprehensive training and MARAM Comprehensive responsibilities.
- Safe Steps is an organisation committed to an inclusive and accessible workplace for all. We strongly encourage applications from Aboriginal and Torres Strait Islanders, people with disabilities, those from diverse cultural, linguistic, and religious backgrounds, all ages, LGBTIQ+ people, and those with a diversity of experiences.
- Safe Steps is a child safe organisation and is committed to ensuring the safety and wellbeing of all children, including those identifying as LGBTIQ+ at all times. All Safe Steps services, programs and practices are in compliance with Victoria's Child Safe Standards.
- Safe Steps recognises that risk management, and the sound and effective implementation of a risk management strategy with associated tools and plans, is a key process in a best practice framework at all levels of the organisation. We are committed to the implementation and maintenance of a formal risk management system in order to provide a sound quality and governance framework that aligns with the Australian Standard for Risk Management (AS/NZS ISO 31000:2018) and ensures there are linkages between risk management and decision making, there is clearly articulated accountability, and there is mandate and commitment from all key staff in the organisation.
- Safe Steps is committed to the principles of continuous quality improvement (CQI) in all aspects of its operations, service delivery and governance. We place the highest priority on the safety and wellbeing of those we support and provide services to.
- All offers of employment are subject to satisfactory background checks including a National Police Check (including international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.
- Where background checks are not to the satisfaction of Safe Steps in its absolute discretion, the offer of employment may be retracted or terminated.

- If you are offered employment with Safe Steps, you will be required to disclose full details of any pre-existing injuries or illness that may be affected by the work and/or undergo a health assessment. The disclosure/health assessment is conducted to ensure you have the health and mental capacity to meet the requirements of the position and to identify any adjustments that may need to be made in the workplace. Non-disclosure of a pre-existing injury or illness which might be affected by the nature of the proposed employment, could result in that injury or illness being ineligible for future compensation claims.

6. REMUNERATION

An attractive salary based on skills and experience will be offered. Salary packaging is available.

7. STAFF ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	

REVIEW OF THE POSITION DESCRIPTION

This position description is subject to review and may change in accordance with the needs of Safe Steps Family Violence Response Centre, its operations, and its clients and supporters.