

Position description

Title	Senior Specialist Family Violence Practitioner (After Hours)
Reports to	Team Leader – Family Violence Services
Classification & Salary	SCHADS Level 6 (plus super and salary packaging)
Employment Status	Casual – Oncall/Recall
Work Location	Bayside Peninsula
Date	May 2026

Good Shepherd Australia New Zealand (GSANZ)

Our 2023-2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

Role Purpose

The Senior Specialist Family Violence Practitioner –After Hours is an integral member of the family violence team. This role will work in our After-Hours program delivering high quality face to face and over the phone support to women and children who are experiencing family violence across the Bayside Peninsula Region.

The family violence responses will be provided at diverse locations within the region and may include service delivery sites, motels, police stations, hospitals, and other accommodations clients may be residing. This role requires a practitioner who can work independently and is able to apply framework and theories to provide the most appropriate and safe response to women and children experiencing family violence.

This role aims at supporting women and children to increase their safety through risk and needs assessments and safety planning. It also involves a holistic approach by providing additional support as required. This role will also provide support to other workers supporting family violence services including consultation and debriefing.

Key Responsibilities

Duties Include but are not limited to:

- Assessing afterhours referral from different sources and providing a family violence response
- Provide a specialist family violence response afterhours to victim survivors both adults and children
- Assessing the immediate situation, safety risk and support needs of women and accompanying children using the Multi-Agency Risk Assessment and Management Framework (MARAM)
- Complete risk assessments and support with risk mitigation as required
- Complete safety planning and liaise with other services and stakeholders to increase safety of victim survivors including adults and children experiencing family violence
- Provide psychoeducation and emotional support
- Support with the provision of emergency accommodation to victim survivors escaping family violence
- Complete afterhours outreach to victim survivors in diverse locations.
- Providing material aid that promotes safety, wellbeing and addressing victim survivors' immediate needs
- Work collaboratively within a team and independently as well
- Completing all administrative duties linked with providing an afterhours response
- Attend meetings, supervision and other professional development activities as required.
- Additional tasks aligning with the provision of a 24/7 family violence service under the MARAM framework.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Tertiary qualification in Social Work, Psychology or a related tertiary discipline meeting Rec209 Mandatory Qualification requirement or a Graduate Certificate in Family Violence (See below)
- Demonstrated experience using MARAM to assess risk, needs and protective factors of women and children, safety planning and determining appropriate referral pathways
- Demonstrated ability to apply a trauma-informed framework to the various presentations of women and children
- Demonstrated experience working with women and children presenting with complex needs and behaviours (e.g. trauma, substance abuse, mental health, parenting issues, disability) and/or from CALD or indigenous backgrounds and/or LGBTIQ+ communities.
- Demonstrated knowledge of the impacts of family violence and the capacity to apply appropriate theoretical frameworks to practice
- Experience working with diverse communities experiencing multiple forms of discrimination and disadvantage (e.g. Aboriginal and Torres Strait Islander communities; people from culturally and linguistically diverse communities; people with disability; people from LGBTI communities).
- Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external
- Demonstrated experience in preparing written reports, maintaining records, including case notes and data base reporting
- Flexibility and availability to deliver the after-hours service during evenings during the week, Saturday and Sunday PM including public holidays
- Capacity to attend meetings, supervisions and other training as required.
- Demonstrated success working as part of an effective and productive team, along with the ability to be self-directed
- Demonstrated commitment to personal professional development including knowledge of the Royal Commission into Family Violence Recommendations and the broader impact of the current reforms on the family violence sector
- A current full Australian Drivers Licence

Desirable Skills, Qualifications and Attributes

- Experience working in a senior practitioner or leadership role highly desirable
- Experience in providing an Afterhours response
- Experience working in a fast-paced family violence service

Key Selection Criteria

1. Demonstrated capacity to provide a crisis response to adult and children victim survivors in different settings.
2. Demonstrated ability to undertake family violence risk and needs assessments and respond appropriately

3. Demonstrated knowledge of the impacts of family violence for adult and children victim survivors and families and the capacity to apply appropriate theoretical frameworks to practice
4. Demonstrated understanding of intersectionality and experience working adult and children victim survivors presenting with complex and diverse needs

Family Violence Minimum Mandatory Qualifications under Recommendation 209

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>:

All candidates wishing to apply for this role must be able to demonstrate that they:

1. are considered EXEMPT under the policy
OR
2. hold a Bachelor of Social Work or other equivalent qualification
OR
3. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.
OR
4. hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact recruitment@goodshep.org.au to discuss this further.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This includes but is not limited to the COVID-19 vaccine/immunisation

The above requirements will need to be supplied and verified prior to commencement.

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.

Good Shepherd Australia New Zealand (GSANZ) respects the dignity of all people, draws strength from, and celebrates the diversity of our community. At GSANZ, we strive for an inclusive culture where Aboriginal and Torres Strait Islander people, people of all sexual orientations and gender expressions and identities, people with disability, and culturally and racially marginalised people feel safe and that they belong.

Position Description Acknowledgement

I acknowledge and agree that I have read and understood this position description.

Signed by [Name]

Date