

POSITION:	Family Violence Crisis Specialist – Residential Services
REPORTING TO:	Manager, Residential Services
DIRECT REPORTS:	Nil
KEY RELATIONSHIPS:	All
CLASSIFICATION:	Safe Steps Family Violence Response Centre and Community Services – 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 Manager, Residential Services, **Family Violence Crisis Specialist** will contribute to Safe Steps’ operational objectives as outlined in the business plan and support the strategic direction of the organisation.

This includes providing high-quality, trauma-informed crisis response, risk assessment, safety planning, and case management support to victim-survivors of family violence within the Residential Services program.

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 is 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 on the Safe Steps’ Residential Services, 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

Main Accountabilities

- Ensure that services are delivered of high quality, and in line with the Code of Practice for Specialist Family Violence Services and the Multi-Agency Risk Assessment and Management (MARAM) Framework
- Maintain a caseload of clients as directed by the 2IC/Senior Practitioner or Manager Residential Services
- Provide face to face support, information, advocacy, referrals and assistance to women and their children who are being accommodated by Safe Steps in Residential Services
- Ensure provision of a case management response to adult and child victim survivors accommodated by Safe Steps in Residential Services
- Develop risk management plans in consultation with victim-survivors that promote their safety & recovery from family violence. Work with victim-survivors to reach the goals identified therein
- Assess and respond to family violence risk within the MARAM service delivery framework to support the safety of victim survivors
- Liaise with, advocate for, and refer clients to other agencies including refuges and other accommodation sources to secure access for clients to the services and service pathways they require
- Contribute to project and other activities designed to improve the statewide family violence crisis response service
- Ensuring the Safe Steps Residential Services are accessible to, and respond appropriately to, the most vulnerable clients including those with a disability, mental health, drug & alcohol and high and complex needs

Team Support

- Participate in team activities, attend staff meetings when scheduled, and demonstrate a supportive approach to colleagues which contributes to the overall team effectiveness

Professional Development and Continuous Improvement

- Maintain and develop theoretical knowledge and practice wisdom in (family/domestic violence, feminist theory, intersectional feminism and working with trauma) and meet core values and behaviours of Safe Steps
- Demonstrate a commitment to reflective practice, professional debriefing and supervision

Occupational Health & Safety

- Meet Occupational Health & Safety obligations in line with Safe Steps' Policy and Procedures as well as relevant legislation.

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.

4. KEY SELECTION CRITERIA

Essential

- Bachelor of Social Work or an equivalent qualification, or a willingness to work towards an equivalent qualification
- Demonstrated experience providing face to face client support within the specialist family violence sector or working with those who have been impacted by domestic, family and sexual violence
- Demonstrated knowledge of the effects of family violence on children and an ability to conduct a comprehensive family risk assessment that gives priority to the safety of children
- Understanding of the specialist family violence sector in Victoria
- Completion of the Multi Agency Risk Assessment (MARAM) Framework training and a demonstrated understanding of its application in the context of Crisis Services or the willingness to undergo training at employment start
- Understanding of feminist theory and contemporary family violence practice including the gendered nature of violence, social justice principles, crisis intervention and working with trauma.
- Understanding of state-based legislation as it pertains to family violence, privacy and child protection legislation relevant to service delivery
- Demonstrated ability to work in a challenging and demanding environment, including working within agreed timeline parameters
- Well-developed oral and written communication skills including ability to communicate effectively with a diverse range of cultural and social groups
- Ability to remain calm under pressure, with a flexible and positive approach
- High level of resilience and self-care practices in place
- Excellent communication, interpersonal and negotiation skills

- Current Level 2 First Aid – Or willingness to attend training
- Experience in promoting diversity, inclusion, and equity within an organisation.
- Understanding of the unique challenges faced by priority groups including the LGBTIQ+ community and strategies to address them.
- Willingness to commit to the living expression of Safe Steps values; Integrity, Diversity and Empowerment.
- A current Working with Children Check
- Willingness to undergo a National Police Check

Desired

- Current Driver's Licence

5. IMPORTANT INFORMATION

Frontline staff

- 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. FV Specialist Practitioners (Comprehensive Risk Training)
- 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, LGBTQIA+ 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 LGBTQIA+ 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.