

Position Description

Position Title	Falcon Service Navigator
Position Number	P5366
Type of Employment	Part Time
EFT	0.6
Status	Fixed-term to March 2027
Division	Mental Health & Social Impact
Unit and Team	Family Services & Housing
Enterprise Agreement and Classification	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Reports To	Team Leader Family Services Hume
Primary Location All staff are required to travel between sites	12-28 Macedon St, Sunbury

Omnia Community Health is a unified, not-for-profit community health organisation established through the merger of Sunbury and Cobaw Community Health and Nexus Primary Health on 1 January 2026. We are committed to enhancing access to safe, high-quality, and sustainable health and community services across the Hume, Macedon Ranges, Mitchell, Murrindindi and Strathbogie local government areas.

We bring together deep community connections, shared values, and specialist expertise to deliver a broad range of services, including general practice, allied health, disability support, mental health, early childhood and family services, aged care, and community wellbeing. Services are provided from sites in Broadford, Kinglake, Kyneton, Romsey, Seymour, Sunbury and Wallan, with outreach into surrounding communities.

Grounded in the social model of health, our multidisciplinary teams recognise the impact of social, economic, cultural and political factors on health and wellbeing. We work in partnership with individuals, families and communities to deliver person-centred, inclusive and culturally safe care.

All employees contribute to our shared purpose by:

- Supporting community and individual health through health promotion, prevention, early intervention and place-based consultation

- Delivering care and services that reflect the diverse lived experiences of our clients, and
- Collaborating across teams to drive innovation, equity and continuous improvement.

Omnia Community Health is an equal opportunity employer and a health-promoting workplace, committed to building a diverse workforce and inclusive culture. We welcome applications from people of all cultural backgrounds, Aboriginal and Torres Strait Islander peoples, people with disabilities, those from the LGBTIQ+ community, and other underrepresented groups.

We are committed to the safety and wellbeing of children and vulnerable people and uphold a shared responsibility in the prevention of and response to family violence. All employees are required to meet relevant compliance and screening obligations as part of their employment.

Our Values



Division, Unit and Team

The Family Services and Housing Unit at Omnia provides a range of services to adults and young people. We provide inclusive services to all people in the community, via a range of disciplines, using a broad range of approaches that respond to the needs of the client.

The Family Services and Housing Units sit within the Mental Health and Social Impact Division. Working from a social model of health, the team works in partnership with other programs at Omnia Community Health and other agencies to provide responsive and effective programs and services. Programs are offered across the Macedon Ranges, Hume, Mitchell, Murrindindi and Strathbogie Shires.

Position Overview

Using a community engagement and development approach, the Adolescent Boys Family Violence Service Navigator will identify local opportunities to engage young adolescent males experiencing or at risk of using family, domestic and sexual violence. Where appropriate, the Falcon Service Navigator will facilitate referrals into the Berry St Take Two therapeutic response and actively link the young person and their family to a variety of community support services beyond individual therapy. These might include housing, education, drug and alcohol, family support, and disability services while ensuring participants connect to therapeutic support in a manner that is respectful of diversity.

Further, the Falcon Service Navigator will encourage personal choice and self- efficacy in supporting young people and families to pursue their own prosocial recreational interests, hobbies, and friendships, and strengthen their connection to culture and community in ways that are meaningful to them.

Duties and Responsibilities

Service Delivery

- Provide services and support to adolescent boys who have been exposed to, at risk of or currently using family, domestic or sexual violence.
- Utilise a trauma informed, intersectional approach to prevent future prevalence of intimate partner violence within the adolescent cohort.
- Facilitate referrals into the Berry St Take Two therapeutic response.
- Building and maintaining strong and effective relationships with local community, schools, services, businesses, and industry.

Developed by/Date: People and Culture / December 2025	Approved by: Executive Director People and Corporate
Scheduled Review: December 2026	Version No. 2.4

- Work directly with young people and families to support engagement in universal services and community activities. This may involve:
 - Support to enrol and warm introductions to, health services, employment services, youth specific services, education and community settings.
 - Support to sign up for and attend cultural or community events as identified.
 - Liaise with family members to support consent and referral opportunities.
 - Sourcing opportunities to connect family members with informal and formal community or peer mentors.
- Work in partnership with Service Navigators working in places elsewhere in the Hume Local Government Area.
- Within risk assessed limitations, work flexibly to support families to access community inclusion activities and events, at times suitable to them including potentially working outside of usual business hours.

Quality and Risk

- Participate in regular supervision with Team Leader.
- Conduct family violence risk assessment and management utilising the MARAM Comprehensive Assessment tool.
- Maintain timely accurate case records and data reporting requirements.
- Participate in relevant meetings, panels and consultations.
- Support and participate in Omnia Community Health continuous quality improvement process.
- Participate in team reflective practice.
- Participate in the development of individual Performance Development Plans.
- Ensure the highest quality of service provision through a commitment to organisational values, policy and procedure adherence, and maintenance of positive relationships with key stakeholder.

Personal Accountability

- Compliance with Omnia values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children and young people.
- Ensure appropriate use of resources.
- Work collaboratively with colleagues and external stakeholders in accordance with Omnia's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:

The ideal candidate has experience and a passion for working in the family violence field, with a focus on working with adolescent males who have used violence or are at risk of engaging in violent behaviour. This candidate will have an intersectional feminist understanding of family violence, as well as trauma-informed practice and an understanding of the complex and co-morbid issues relevant to family violence work.

The ideal candidate will demonstrate the following:

- A passion and commitment towards ending men’s family violence.
- Respects difference and values diversity.
- Listens actively and inspires confidence and trust.
- Flexibility to innovate within a changing environment.

Ability to plan work and establish appropriate priorities.

Key Selection Criteria

Essential

1. Demonstrated commitment to the principles of community health and the social model of health, including the ability to work in partnership with individuals, families and communities to address the social, cultural, economic and environmental factors that influence health and wellbeing.
2. Demonstrated understanding of and commitment to delivering services that are person-centred, inclusive and responsive to the diverse needs, backgrounds and lived experiences of clients, including Aboriginal and Torres Strait Islander peoples, people with disabilities, LGBTIQ+ communities, and culturally and linguistically diverse populations.
3. Proven ability to work effectively as part of a multidisciplinary team, contributing to a positive team culture, sharing knowledge and supporting collective approaches to client care, service planning or organisational development.
4. An intersectional approach to understanding and working with family violence and a demonstrated understanding of the social and gendered context of family violence and its impacts on families.
5. Demonstrated ability to identify and manage client related risks, including assessing the level of risk, accessing appropriate supports and reporting to external agents as required.
6. Strong understanding of health and community service systems in the Hume LGA, with particular focus on Sunbury and surrounding areas.
7. Experience in providing secondary consultation to build capacity and support other professionals to respond appropriately to identified needs.

8. Demonstrated ability to prioritise, plan and implement appropriate client management and support in an environment of complexity and vulnerability.
9. Strong understanding of the social model of health and demonstrated strength-based approach in engagement with teenagers and families.
10. Ability to contribute to integrated service responses across mental health, family violence, aged care and social support systems, and to work collaboratively with other providers, referrers and stakeholders.
11. Demonstrated commitment to working with individuals and communities who experience marginalisation, disadvantage or systemic barriers – with a focus on cultural safety, empowerment and co-design.

Desirable

- Intermediate MARAM Training

Qualifications, Registration and Compliance

- Relevant degree in social work/ welfare/ counselling or comparable discipline
- Most hold current National Criminal History Check, NDIS Worker Screening check and valid Working with Children Check
- Must hold current Victorian Driver’s Licence.

Acknowledgement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with my Contract of Employment and agree to abide by the terms and conditions stipulated therein.

Name	Please print
Signature	Incumbent
Date	