

POSITION DESCRIPTION



Position Title:	Specialist Family Violence Practitioner
Location:	Quantum Office as per agreement or required (work location may be subject to change, dependent on program needs).
Reports To:	Team Leader Specialist Family Violence
Hours of Duty:	As per the Employment Agreement
Salary Classification:	SCHADS Award Level 5
Position Number:	10076, 10088, 10143, 10077

About Quantum

Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our sites and outreach to clients living across Gippsland. The range of services we provide include:

- Homelessness including youth crisis accommodation
- Tenancy advocacy and support
- Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
- Family violence support for women and children
- Youth programs
- Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences and recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcome and valued.

In undertaking this role with Quantum, you are expected fulfil the obligations set out in this role description and any other duties that reasonably fit within the level and scope for this role.

Primary Position Objective

The Specialist Family Violence Practitioner will be responsible for direct service delivery to victim survivors in the community who are experiencing or escaping from family violence and to assist them to achieve the greatest possible degree of self-reliance and independence.

The role will provide outreach services and case management services to victim survivors across the service's catchment areas.

Duties and Responsibilities

Service Delivery	• To provide a case management service for victim survivors in the local government area who have experienced or are experiencing family violence. • To provide a service which is accessible to victim survivors escaping family violence which offers equal support to victim survivors regardless of age, race, culture, sexual preference, class and ability which is supportive of the individual needs of victim survivors.
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	• To contribute to an integrated approach to service delivery for clients accessing the service. • Ensure that clients and their children are connected with appropriate community resources, including legal supports and advice, health care and counselling services, income security and financial assistance, childcare, employment and training opportunities, educational and recreational programs, and safe, secure, and affordable housing. • To assist all victim survivors accessing the program to identify their own needs and work with them within the context of a case management approach to service delivery. • To protect confidentiality and ensure the safety, rights and dignity of service users are maintained at all times. • To accept referrals from The Orange Door, for victim survivors who are experiencing or are escaping family violence and who require case management and outreach support. • To establish and strengthen linkages and protocols between the Family Violence Service, housing services, Victoria Police, Child Protection, Centrelink, Office of Housing, emergency relief agencies and other appropriate services. • To work cooperatively with other government and non-government agencies in maintaining an effective and responsive service delivery system for victim survivors escaping family violence.
Agency Participation	• Participate in regular supervision, review, and individual planning, including the identification of training needs, provided by the Line Manager. • Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings. • Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning. • Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews. • Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.
Administration	• Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants. • Maintaining accurate records. • Maintain case files for all program participants. • Reporting on a weekly, monthly basis or as requested.
General	• Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. • Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.
Health and Safety	• Consider and recommend reasonable wellbeing initiatives that could benefit Quantum Staff. • Report Health and Safety incidents using Quantum's OHS reporting system and encourage team members to do this also. • Follow up safety matters relating to equipment, building and other safety issues with the Wellbeing and Safety Coordinator.

Key Selection Criteria	
Capabilities	Family Violence Specialist – Entry Level • Engages Effectively - Provides responses within appropriate theoretical and practice-based frameworks and engages appropriately with those from diverse communities • Identify & Assess Risk - Identifies and assesses family violence risk. • Manages Risk & Priorities Safety - Manages all levels of risk, in an ongoing way and promotes accountability and establishes change-promoting relationships with perpetrators. • Provides Effective Service - Leads coordination and monitoring of multidisciplinary case management plans, and modify plans, where required and supports women to maintain a parenting role in instances of family violence, develops cross sector and multidisciplinary practice and capacity to respond appropriately to family violence and Develops systems to support evidence-based practice and deliver services against outcome measures. • Advocates for Reform - Engages in activities to increase awareness of family violence across the broader community, works with others to achieve legislative and policy reform and makes recommendations to government on policy and practice reforms required.
	• An understanding of the social and political issues impacting on women and children escaping family violence. • A demonstrable understanding and commitment to feminist philosophy. • An understanding of the key legislative, policy, practice and theoretical frameworks. • Demonstrated experience and knowledge of case management practices. • Previous experience in working with the client group and the ability to engage people who are experiencing or have experienced family violence.
Mandatory Qualifications	
	• A tertiary qualification is required in Social Work (preferred) or appropriate qualification, as per Royal Commission Recommendation 209 – Mandatory Minimum Qualifications for Specialist FV Workers and experience relevant to this position. • Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address, and telephone numbers of three referees.

Conditions of Employment
• Provision of valid Working with Children Check (full not voluntary) • Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter. • Entitlement to work within Australia • 6 months probationary period • The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. • Compliance with Quantum's Code of Conduct and Child Safe Code of Conduct • This position is subject to an annual Review.

Document Tracking	Version	Issue date	Review Date
Transfer to new format	1.	25 November 2025	25 November 2027