

Position Description

Specialist Family Violence Practitioner	
Authorisation: Client Services Manager	Date: August 2026
Position summary: Provide specialised trauma-informed support and case management for victim survivors of family violence who are residing in refuge accommodation.	
Duration & Time Fraction	Ongoing, 0.8FTE
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) level 5
Location	Site based role – required to work across all Courage Collective sites as needed. North East/North West Melbourne. Locations undisclosed until appointment is made.
Screening and external authorisation requirements	Working With Children Check National Police Check International Police Check (if applicable) Evidence of right to work in Australia
Reports to	Team Leader
Working relationships	Line manager and leadership team Practitioners, Support Workers and other internal specialist roles Business Services Maintain relevant external networks to support client outcomes and collaborative referral pathways

About Courage Collective

Courage Collective Family Violence Services has provided family violence support to adults, children, and young people for over 50 years. We deliver supported accommodation, client support, and crisis brokerage to victim-survivors of family violence. As part of Victoria's 24/7 family violence crisis response system, we

provide immediate access to safe accommodation, intensive case management, and tailored therapeutic programs. Our services support adults, young people, and children to achieve safety, stability, and recovery from family violence.

Our Vision

People, communities, and cultures thriving beyond violence.

Our Purpose

To create pathways to safety and healing for victim-survivors of family violence through inclusive services, unwavering advocacy, and transformative support.

Our Values

Empowering: We cultivate a culture that empowers our team to support victim-survivors in building safer, healthier, more fulfilling lives.

Courageous: We confront the complex challenges of family violence together. Our strength lies in our shared commitment to creating meaningful change in the lives of victim-survivors.

Collaborative: We collaborate to create a better future for victim-survivors. We do this by working closely with victim-survivors, stakeholders, and the broader community.

Innovative: We explore creative solutions that advance our vision, learn from others to strengthen our systems, processes, and skills, and adopt innovative and evidence-based approaches to deliver our work more efficiently and effectively.

Our Enablers

Lived experience: We partner with victim-survivors and survivor advocates through consultation and co-design, ensuring our services, spaces, and systems are shaped around their needs.

A trauma-informed approach: Guided by evidence-based frameworks and best practice approaches, we provide support that promotes healing, resilience, and personal growth, ensuring our services are trauma-informed, compassionate, and effective.

Intersectional feminism: We recognise that family violence is rooted in gender inequity and reinforced by intersecting systems of oppression. Guided by an intersectional feminist approach, we work to dismantle the structural and systemic barriers that perpetuate all forms of gendered violence.

About the Role

Working as part of a multidisciplinary team, the Specialist Family Violence Practitioner has the primary responsibility to manage and deliver services for victim-survivors who are experiencing family violence and are accessing Courage Collective crisis accommodation and refuge.

The role will hold a case load and be responsible for the delivery of case management support including completing intake, comprehensive risk assessment and safety plans using the MARAM, needs assessments, case plans and reviews, exit plans, advocacy and referral to other relevant services.

The role provides advocacy and support for clients linking to community-based services including justice and legal, housing, health and wellbeing including mental health, cultural, employment and education, financial, access to material aid and court support to meet immediate needs.

Key Result Areas	
Area	Roles and Responsibilities
Direct Service Delivery	• Provide specialist family violence risk assessment and safety planning within the MARAM and other relevant frameworks and legislation. • Manage a case load providing holistic needs-based assessments and case planning to victim survivors of family violence across a range of domains including safety, independence, well-being, housing, health, social inclusion, AOD harm minimisation and employment • Provide comprehensive housing and exit planning across a range of housing options, including supporting and advocating for women to return to their home safely.

	• Coordinate and work collaboratively with a range of services and stakeholders to advocate for and support women and children to reach their goals. • Provide inclusive and client-led support. • Provide specialist secondary consultation regarding the support of women and children escaping family violence. • Promote an understanding of power and gender as determinants of family violence and the impacts on children and young people. • Work in collaboration with other specialist roles internally and externally to provide wrap around and holistic support, in alignment with Courage Collective's Model of Service • Facilitate groupwork to support victim survivor healing and recovery • Participation in a rotating OnCall roster • Comply with all Courage Collective policies and procedures
Administration	• Demonstrate accountability for Case Management workflow, with a focus on meeting KPI's and compliance expectations • Maintain timely service and client records • Maintain filing systems as required for effective function of the program
Program Development	• Prepare evaluation and other reports as required • Commitment to continuous practice and service improvement, aligned with Courage collectives' values and Outcomes Measurement Framework • Promote a strong team approach, ensuring a workplace culture of cooperation, innovation, encouragement, affirmation, and accountability • Attend regular staff meetings and networks which are deemed relevant to the position
Other	• Other duties as required

Key Selection Criteria

Skills, knowledge, and qualification requirements	Mandatory 1. In line with the Minimum Mandatory Qualifications Requirements (MQR) the successful applicant will be required to hold a tertiary qualification in Social Work, psychology or a related discipline. *See below, for more information on MQR 2. A demonstrated understanding of intersectionality and ability to incorporate LGBTIQA+, Aboriginal and Torres Strait Islander, migrant and refugee and disability friendly inclusive practice 3. Demonstrated experience working with victim survivors of family violence, including the application of comprehensive risks assessments under the MARAM framework and other relevant legislation and practice frameworks 4. Demonstrated experience supporting people to navigate the homelessness system and achieving desirable outcomes 5. Current Australian Driving License 6. Working with Children's Check (WWCC) Desirable 7. Previous experience working with people who have experienced family violence, within a crisis accommodation environment 8. High level computer literacy and previous experience using the SHIP platform
Attributes	9. Demonstrated commitment to personal professional development. 10. Demonstrated high levels of resilience and ability to work in a changing and demanding environment – employing effective engagement strategies with clients in times of crisis. 11. High level interpersonal and communication skills, emotional intelligence, advocacy, negotiation, and conflict resolution skills. 12. Demonstrated ability to show a high level of initiative and work independently, as well as a member of a cohesive team

Other requirements	• Working With Children Check • National Police Check • International Police Check (if applicable) • Evidence of right to work in Australia • Current First Aid certificate, or willingness to obtain
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***Minimum mandatory qualifications requirements**

All specialist family violence response roles hired after 1 July 2021 must hold or be 'working towards' an Australian Qualification Framework (AQF) Level 7 or above qualification in family violence or a related discipline.

For more information, visit: <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>

Organisational accountabilities (applicable to all employees)

Child Safety

Courage Collective has zero tolerance of child abuse, and all allegations and safety concerns will be taken seriously and consistently through our Child Safety and Wellbeing procedures. Courage Collective has a legal and moral obligation to contact authorities when we are worried about a child's safety.

The Child Safe Standards Victoria (2022) provide a consistent approach to keeping children and young people safe. Courage Collective applies the Standards across all aspects of what we do when we support children and their families. All Courage Collective staff are required to remain compliant with our Code of Conduct, Child Safety and Wellbeing Policy, Child Safety Statement, and related procedures.

All children that enter Courage Collective services are supported to express their culture and enjoy their cultural rights. We actively encourage children to be involved in decisions about their care and support and encourage their feedback about our services.

Health and Safety (H&S) and Wellbeing

Comply with the requirements of the Victorian Occupational Health and Safety (OHS) Act 2004, related H&S procedures and procedures developed by Courage Collective, including to:

- Work in a manner that considers and enhances the health, safety, and wellbeing of self and others.

- Report to work fit for duty and not negatively affected by alcohol, drugs, medication, or other substances.
- Ensure that all work areas are maintained in a safe condition.
- Identify, report, and record all safety hazards, incidents, and injuries.
- Participate in H&S training, consultation and communication meetings where required.
- Actively assess, manage and where possible mitigate workplace risk.

Continuous Quality Improvement (CQI)

- Become familiar with and adhere to Courage Collective's policies, procedures, and Code of Conduct.
- Contribute to or participate in Courage Collective's Quality Improvement activities and implement quality improvement strategies into work practices.
- Attend supervision, job-specific and organisation-wide training, meetings, working groups and conferences as required.
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.
- Strive for and promote continuous quality improvement across the organisation.

Diversity and Inclusion

- Always demonstrate respect and acceptance of diversity.
- Interact with Courage Collective clients, staff and other stakeholders in a manner that is inclusive, respectful, and non-discriminatory.
- Act in a way that is culturally safe and appropriate.

Respectful Relationships

- Facilitate kind, respectful working relationships with Courage Collective staff, clients, and all internal and external stakeholders through clear communication and a willingness to work towards the prompt resolution of any concerns.

Equal Opportunity Exemption

Courage Collective is exempt from the provisions of the Equal Opportunity Act 2010. Applications for this position will only be considered for people who identify

as women and/or trans and gender diverse. Courage Collective is unable to consider applications from people who identify as cis male. We strongly encourage people from culturally diverse, LGBTQIA+, mature age or Aboriginal and Torres Strait Islander backgrounds to apply.

Position agreement	
I have read, understand, and agree to undertake the position as outlined in this position description.	
Position holder name	
Position holder signature	
Date	