

# Position Description

| Position details           |                                                                                                                         |
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| Position title:            | Family Violence Applicant Practitioner                                                                                  |
| Position number:           | MC1997                                                                                                                  |
| Jurisdiction/Business Unit | Magistrates' Court of Victoria                                                                                          |
| Unit/Division:             | Court Operations                                                                                                        |
| Classification/Grade:      | VPS 4                                                                                                                   |
| Employment status:         | Full time, Ongoing                                                                                                      |
| Position reports to:       | Court Services Manager                                                                                                  |
| Location:                  | Sunshine Magistrates Court, 10 Foundry Road Sunshine                                                                    |
| Position contact:          | Sophia Erickson, 0407 280 440, <a href="mailto:sophia.erickson@courts.vic.gov.au">sophia.erickson@courts.vic.gov.au</a> |

| Organisational environment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <p>Court Services Victoria (CSV) is a public entity established by the Court Services Victoria Act 2014 to provide expert administrative support to Victoria's courts: the Supreme Court, the County Court, the Magistrates' Court, the Children's Court, and the Coroners Court, as well as the Victorian Civil and Administrative Tribunal.</p> <p>The Magistrates' Court of Victoria (MCV) has a long history of providing justice for the people of Victoria in metropolitan and regional courts across the state. The MCV determines in excess of 200,000 cases per annum at 51 venues, dealing with over 90 percent of all adult cases that come before Victorian courts each year.</p> <p>MCV aims to be an innovative, accessible and responsive court that provides quality services to the Victorian community.</p> |

| Organisational values                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <p>Courts Group staff are required to demonstrate their commitment to:</p> <ul style="list-style-type: none"> <li><b>The public sector values:</b> responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.</li> <li><b>Workplace behaviours:</b> behaviours that reflect our values, including honesty, and respect for others, while consistently upholding the highest standards of professionalism and integrity.</li> <li><b>Diversity and inclusion:</b> We are dedicated to fostering diversity and equal opportunity in the workplace. If you are from a diverse background, are an Aboriginal or Torres Strait Islander applicant, or if you have a disability/condition, and require advice and support with the recruitment process, please contact the position contact (listed above).</li> </ul> <p>For further information, please visit <a href="https://courts.vic.gov.au/">https://courts.vic.gov.au/</a>.</p> |

| Role purpose                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p>The role of the family violence applicant practitioner (FVAP) is integral to the courts' response to family violence. The FVAP holds specialist knowledge of family violence and forms part of a team within the family violence jurisdiction of the Magistrates' Court of Victoria, comprising of the family violence registrar (FVR) and family violence respondent practitioner (FVRP). The role of this team is to enhance the safety of women and children who attend at Court experiencing family violence and hold perpetrators of family violence accountable for their actions.</p> <p>The team provide non-legal information and support at the court premises to persons who have experienced family violence, assess their immediate safety risks, develop safety plans, and refer to appropriate agencies within the community for ongoing support, counselling and longer-term safety planning.</p> <p>The FVAP will work with the FVRP, FVR, other court registrars, police prosecutors, lawyers and court support services at the court premises, will liaise with community-based support services, and may be required to provide information to magistrates in a courtroom. They will establish and maintain relationships with community agencies and support services, so effective referrals are made to ensure the safety of family violence applicants.</p> |

## Accountabilities

- Apply sound theoretical and practical expertise in working with clients who have experienced family violence.
- Provide support to individuals at the court premises who have experienced family violence, by assessing their immediate non-legal needs and safety risks and providing information and referrals to external service providers and community agencies where appropriate.
- Conduct risk assessments and develop safety plans for clients who have experienced family violence.
- Refer clients to ongoing supports, case management and programs to address safety counselling and other needs as appropriate.
- Liaise with legal services (duty or external), police prosecution and the court registry as required to support clients at court.
- Consider the needs of children in risk assessment and make appropriate referrals and links with child protection services as appropriate.
- Manage information sharing, privacy, confidentiality and consent.
- Recommend prioritisation of service to immediate manager to meet demand.
- Contribute to regular meetings with Magistrates, the FVRP, FVR, Senior Registrar, court staff, police prosecutors, legal practitioners, the FVPPU and family violence related services.
- Participate in peer support activities, professional supervision and professional development activities.
- Maintain accurate, confidential client records and a computerised database and case management system, and provide statistical reports in line with organisational standards
- Prepare reports as required for management regarding services provided (including data of persons supported, support given, referrals made), external communications and meetings attended
- Represent the Magistrates' Court of Victoria, in conjunction with the Family Violence team, on working groups, network meetings and committees
- Participate in delivering community education for internal and external services where required.
- Travel to other courts and locations for family violence related meetings and duties as required.
- Provide support to local satellite courts as well as coverage to other headquarter courts as and when required
- Other duties as required commensurate with the classification of the role.
- This is a public facing role and attendance at Court is a requirement. There may be times when you are required to provide remote assistance for applicants/respondents in other Courts.
- Keep accurate and complete records of your work activities in accordance with legislative requirements and the organisation's records, information security and privacy policies and requirements.
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the organisation's occupational health and safety (OHS) policies and procedures.
- Undertake other tasks as reasonably requested in line with the role.

## Key Selection Criteria

| Specialist/Technical expertise: | Level Descriptor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|                                 | <ul style="list-style-type: none"> <li>• Demonstrated experience completing comprehensive MARAM aligned risk assessments and safety planning.</li> <li>• Demonstrated experience and skills in the provision of support, crisis containment, risk assessment, and case coordination.</li> <li>• Demonstrated understanding of the Family Violence Protection Act 2008, risk assessment and management framework and Victoria Police Code of Practice.</li> <li>• A sound understanding of homelessness and housing, legal, financial, AOD service, mental health, cognitive impairment and other issues and needs that can exacerbate family violence risk</li> <li>• An awareness of intersectionality and/or cultural sensitivity when providing services to Aboriginal, CALD and LGBTI and other minority communities</li> </ul> |
| Specialist/Technical expertise: | Level Descriptor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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| <ul style="list-style-type: none"> <li>• <b>Influence and negotiation</b><br/>Generates consensus and commitment from others and constructively resolves issues and conflicts.</li> </ul> | <ul style="list-style-type: none"> <li>• Effectively influences clients and other stakeholders</li> <li>• Recognised for their professional expertise and the value of their advice</li> <li>• Leads negotiations that delivery mutually beneficial outcomes</li> <li>• Promotes consensus decision making</li> <li>• Manages conflict situations and disagreements constructively.</li> </ul>                                                                                                             |
| <ul style="list-style-type: none"> <li>• <b>Self-Awareness</b> (Applied)</li> </ul>                                                                                                       | <ul style="list-style-type: none"> <li>• (Applied) Understands how emotional responses can be expressed in work situations and the impact they may have on self or others; Able to assess personal strengths and weakness using feedback from other team members</li> </ul>                                                                                                                                                                                                                                |
| <b>Delivers Quality Outcomes</b><br>Demonstrates commitment to delivering high quality services; strives to improve outcomes.                                                             | <ul style="list-style-type: none"> <li>• Is committed to delivery high quality services.</li> <li>• Plans and prioritises work to meet expected outputs and performance standards</li> <li>• Maintains quality of service despite constraints</li> <li>• Looks for opportunities to improve quality of service</li> <li>• Follows through on service commitments to clients</li> <li>• Proactively addresses service delivery issues, evaluates and follows up to measure efficacy of solution.</li> </ul> |

| Behaviours                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>Service Excellence</b><br>Committed to delivering quality outcomes and services.            | <ul style="list-style-type: none"> <li>• Upholds high standards</li> <li>• Focused on meeting commitments</li> <li>• Dedicated to improving outcomes for clients, stakeholders and the work of courts and jurisdictions</li> <li>• Ensures services deliver public value</li> </ul>                                                                                                                               |
| <b>Courage</b><br>Always acts in the best interests of CSV and the jurisdiction concerned      | <ul style="list-style-type: none"> <li>• Provides objective, frank and fearless advice within the organisation</li> <li>• Challenges inappropriate behaviours</li> <li>• Constructively challenges existing paradigms in pursuit of organisational growth and development</li> </ul>                                                                                                                              |
| <b>Integrity</b><br>Principled, and focused on honesty, transparency, objectivity and fairness | <ul style="list-style-type: none"> <li>• Consistently acts in accordance with the values of the public sector</li> <li>• Makes ethical decisions</li> <li>• Reports suspected misconduct, fraud and corruption</li> <li>• Identifies, declares and manages real or perceived conflicts of interest</li> <li>• Actively works to maintain public trust and confidence in Victorian Courts and Tribunals</li> </ul> |
| <b>Respect</b><br>Values others and respects difference                                        | <ul style="list-style-type: none"> <li>• Values diversity</li> <li>• Embraces a broad range of social, cultural customs values and beliefs</li> <li>• Inclusive and welcoming</li> <li>• Treats others fairly and equitably</li> <li>• Values and acknowledges the work and efforts of colleagues.</li> </ul>                                                                                                     |

## Qualifications

- Relevant qualifications in social work, psychology, social sciences, or related field, in addition to demonstrated strong experience working with people who have experienced family violence

## Important information

Court Services Victoria (CSV) is committed to creating a safe, respectful, and supportive workplace for everyone. We care about the physical and mental health of our staff, follow our legal responsibilities, and actively promote wellbeing.

Working within every jurisdiction can be both meaningful and rewarding. At times, though, some roles may involve dealing with sensitive or challenging information. We understand this can be difficult, and we provide a range of support services and resources to help staff manage these situations and look after their wellbeing.

Employees of CSV must comply with the Code of Conduct for Victorian Public Sector Employees, CSV policies and procedures, including CSV professional standards of behaviour.

The salary range for this position is set out in Schedule C of the Victorian Public Service Enterprise Agreement 2024. Please refer to the Department of Treasury and Finance website ([www.dtf.vic.gov.au](http://www.dtf.vic.gov.au)).

As part of our commitment to a safe and respectful workplace, we conduct pre-employment checks for each appointment.

Appointments to CSV are subject to satisfactory pre-employment checks which may include:

- Satisfactory reference checks
- Nationally coordinated criminal history check (police checks)
- Misconduct screening
- Verification that you hold the qualifications that are necessary for your role
- Entitlement to work in Australia check
- Working with children check (where required)
- Verification of the declarable associations form (where applicable)

These checks are handled confidentially and with care and are a standard part of our hiring process to ensure the right fit for both our candidates and the organisation.

CSV is committed to creating a culturally safe, respectful, and inclusive workplace that champions diversity.

We strive to make our recruitment process welcoming and inclusive by listening, understanding, and respecting diverse cultural needs. Through the work of our Koori Employment and Cultural Strategy team, we amplify Indigenous voices, promote meaningful participation, and uphold cultural autonomy.

Aboriginal and Torres Strait Islander people are strongly encouraged to apply for these opportunities.

We encourage people from all backgrounds to apply, women, LGBTQIA+ community members, people with disabilities, and those from culturally diverse communities.

If you require adjustments to the recruitment and selection process or require an alternative format to any of the application material, please don't hesitate to get in touch with the Talent Acquisition team via emailing [Careers@courts.vic.gov.au](mailto:Careers@courts.vic.gov.au).

Please visit CSV website for important information on Jurisdictions and business areas within CSV; Privacy – how we use your information; Health and safety. Employees of CSV have access to a range of employment benefits and conditions, these include attractive salaries, flexible leave arrangements and training and development opportunities.

Please refer to the [www.careers.vic.gov.au](http://www.careers.vic.gov.au) website for further information.