

Position Description

Position Title:	Team Leader Domestic and Family Violence
Department:	Domestic and Family Violence Program
EBA / Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Level 6
Employment condition:	☒ Vaccination Category A ☐ Vaccination Category B ☐ Vaccination Category C
This role is an identified role under the MARAM Framework:	☐ Tier 0 (Foundation) ☒ Tier 1 ☐ Tier 2 ☐ Tier 3 ☐ Tier 4
Location:	Wodonga Occasional travel to other sites required
Reports to:	Program Manager Domestic and Family Violence
Direct Reports:	Family Violence Case Managers Men's Behaviour Change Case Managers
Budget Responsibilities:	Support Program Manager in budget adherence.

Program Information

The Domestic and Family Violence (DFV) Program at Gateway Health aims to keep victim survivors, children, and families safe, whilst supporting them to recover and thrive. Concurrently, the DFV Program collaborates with the wider service system to ensure that people who use violence are kept in view, held accountable, and supported to change their behaviours. Team members of the DFV Program deliver clinical services or community projects that meet ethical and professional standards, thus contributing to broader system efforts in prevention, early intervention, response, and recovery.

Purpose of the Role

The Team Leader DFV supports the Program Manager DFV in the effective, efficient and safe operation of DFV services. The role works collaboratively with the DFV Program Manager and program staff to provide line management supervision, workflow management, financial management, workforce planning, clinical oversight and risk management and reporting. The Team Leader DFV applies feminist principles and a deep understanding of the gendered nature of DFV into management, clinical and administrative processes, as well as leadership culture.

Scope of Practice / Professional Standards

Scope of practice delineates the extent of an individual practitioner's clinical practice based on the individual's credentials, competence, performance and professional suitability. Gateway Health requires all employees to work within the defined scope of practice for their specific role and in line with their appropriate professional standards or scope of practice outlined by the relevant professional registration body (i.e. AHPRA, SPA, DA, AASW).

The scope of practice for this position is governed by the Family Violence Protection Act 2008, the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework, and the Men's Behaviour Change Minimum Standards.

Liaises with Internally

Gateway Health staff, including:

- Business Services such as Finance, Infrastructure and Procurement, Information and Technology, Quality, Risk/Compliance, Marketing and Communications and People and Culture roles
- DFV Program team (Men's Behaviour Change services and Family Violence services as appropriate)
- Program Managers, Senior Clinicians, and other Team Leaders

Liaises with Externally

This position may be expected to liaise with, though not limited to the following;

- Partner organisations including but not limited to:
 - The Orange Door and other family violence specialist services
 - Community health services
 - Public health services
 - Government agencies
 - Education and training institutions
- This position may be expected to liaise with inter-agency networks such as but not limited to:
 - VIC Risk Assessment and Management Panel (RAMP)
 - NSW Safety Action Meeting (SAM)
- Networks and industry peak bodies

Key Responsibilities and Accountabilities

Role Specific Duties

- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- In conjunction with DFV leadership, oversee the effective day-to-day operations of all DFV services to meet monthly and annual service delivery targets, with specific attention to staff support, workflow management, and resource allocation.
- Provide line management, administration supervision and mentoring to direct reports.
- Actively contribute to the organisation, by being a solution focussed leader and developing, maintaining and role modelling a positive workplace culture.
- Monitor the workload of the team including case load, ratio of complexity of clients and managing escalations from clients as needed.
- Ensure the coverage of service delivery during periods of high demand and/or staff planned or unplanned leave.
- Monitor client allocation processes and procedures, including review, discharge, and evaluation, to meet monthly service delivery targets.
- Activate urgent notifications, safety planning, responses and referrals as required to ensure client safety in situations of distress or when warranted by ongoing risk assessments.
- Support the Program Manager DFV with recruitment in collaboration with People and Culture.
- Assist the Program Manager DFV with monitoring compliance with clinical and data collection requirements, as well as managing other contract deliverables in a timely manner.
- In collaborations with the Program Manager DFV, lead the development and continuous improvements of DFV Program clinical services to ensure alignment with relevant legislation, policy and standards.
- Fulfill Tier 1 responsibilities under the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework and corresponding GH policies and procedures related to MARAM.
- Respond to and/or provide support to staff in any critical incidents and high-risk situations, both clinically and operationally.
- Contribute to the development and implementation of effective client and community engagement strategies and processes within the DFV Program including responding to and managing client enquiries and/or elevated client complaints.
- Represent the DFV Program on internal Gateway Health committees and other groups as required.
- Contribute to the marketing and promotion of the service to ensure local providers understand service availability and appropriate referrals are delivered.

- Support staff to keep abreast of current evidence-based research and implement learnings into practice.
- Responsible for monitoring budget expenditure of crisis brokerage and staff development training costs.
- Ensure regular team meetings.
- Undertake regular administration supervision, management of performance reviews and support professional development opportunities for direct reports.
- Ensure clinical supervision attendance for the team is attended and the clinical supervision reporting template is completed.
- Comply with practice guidelines and minimal funding requirements.
- Contribute to the development of policies, procedures and systems within this program.
- Competently use and record data in all relevant organisational service databases including excel spreadsheets - including but not limited to VHIMS, clinical software (TRAKCARE, SHIP and IRIS)
- Participation in regular administration supervision, performance reviews, appraisals, professional development and clinical supervision.
- Completion of Mandatory training
- The employee commits to carrying out any extra tasks or duties as directed by their supervisor or management, extending beyond those specified above, as considered reasonable and necessary for the effective functioning of the organisation.

Financial Management

- Support/in conjunction with the Program Manager in the preparation, monitoring, management and reporting of team to inform program budgets.
- Approve financial requests within approved allocation expenditure as part of the budget for program support.
- Follow all Gateway Health financial procedures.

Key Performance Indicators

- Demonstrate positive and supportive behaviours consistent with Gateway Health's values, towards all clients, contractors and Staff
- Embrace innovation, technology and sustainability in delivering the objectives and key responsibilities of the role
- Ensure direct reports meet at least 90% of service delivery targets (service hours and/or cases), which will be assigned and reviewed on an annual or quarterly basis
- Ensure all clinical documentation is completed in accordance with Gateway Health policies, procedures, and standards.
- Ensure designated team members perform their service delivery roles at a high level of performance, participate in administrative supervision regularly and support them to meet funding targets and client care outcomes.

Quality, Safety, Risk and Improvement Responsibilities

- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report hazards and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Actively consult with the internal customer or consumer feedback and respond accordingly to identify areas of need and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public.
- Work at and travel to other locations will be required.
- Willingness to engage in a flexible work model that may require out of hours work and travel.
- The occupant of this position understands and acknowledges that they may be required to be redeployed and work as assigned if requested to meet the Health Service's responsibilities in the event of a disaster or emergency.

Code of Conduct

Employees are expected to, always:

- Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures
- Maintain a high professional standard and work with integrity.
- Work collaboratively.
- Communicate with respect and tolerance.
- Maintain a client focus.
- Adopt a Continuous Improvement approach.
- Maintain privacy and confidentiality at all times.
- Work within legislative and compliance framework.

Key Selection Criteria

Essential

1. Ability to behave in accordance with the Gateway Health Values.
2. Degree or above qualifications in social work, psychology, behavioural or social sciences, or relevant equivalent studies.
3. Leadership experience in the community, health or welfare sector creating a positive vision, culture and direction for the team.
4. Demonstrated experience providing evidence-based therapeutic interventions through a feminist framework, incorporating trauma-informed and strengths-based practices.
5. Experience and demonstrated ability to lead complex casework, provide high-quality crisis intervention with a strong focus on risk assessment, safety planning, service coordination and client-centred outcomes.
6. Strong communication and interpersonal skills, with the ability to effectively engage and collaborate with key partners, statutory services and other organisations.
7. Demonstrated high-level organisational, analytical and time management skills, with the ability to plan, implement and monitor work programs, reporting requirements, and consistently meet deadlines.

Desirable

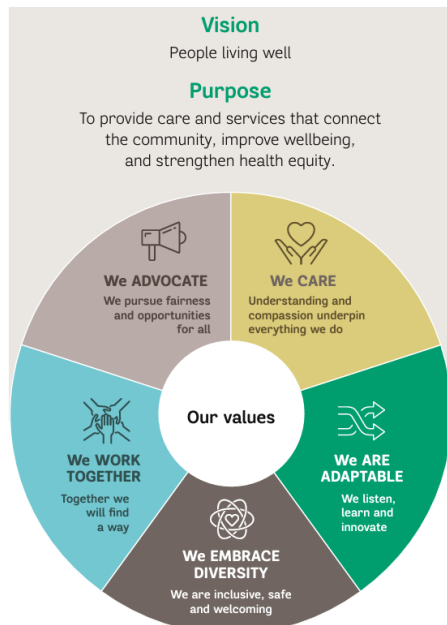
1. Experience in the Domestic and Family Violence sector will be highly regarded.
2. Knowledge of key legislative and policy frameworks and theoretical models and practice relevant to family violence, both victim-survivors and perpetrator accountability frameworks.

Mandatory Requirements

1. Completed MARAM training OR willingness to complete within the first six (6) months of employment.
2. Current Australian Drivers Licence or accepted International Drivers licence.
3. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.
4. Evidence of Influenza Vaccination or Exemption must be provided prior to commencement.

About Gateway Health

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).



Principles

We RESPECT the strength of individuals and the community, and their capacity to recover from adversity.

We RECOGNISE the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.

We ACTIVELY LISTEN and work alongside the community and each other to design and deliver better solutions.

We BELIEVE a learning culture is critical to enhancing the wellbeing of staff, clients and the community.

We CONTRIBUTE to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.

Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.

The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.

Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally, linguistically and faith diverse people.

Review of Position Descriptions:

This position description will be reviewed annually, during annual appraisals, and when the position becomes vacant or as deemed necessary.

Acceptance of position description

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate from the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

[#if [acceptance_calc] != "--"]

ACCEPTED for and on behalf of the EMPLOYEE:

Acceptance of Employee

[acceptance_status]

Name of Employee

[candidate_name]

Date

[acceptance_calc]

[#else]

CONTRACT NOT ACCEPTED AS YET

[/#if]