

Position Description

After-Hours Support Worker

Kara Family Violence Service

Kara Family Violence Service (Kara FVS) is a specialist family violence service providing crisis support to women and their children experiencing and escaping family violence. Guided by a feminist understanding of family violence, Kara FVS is committed to supporting all women and children impacted by family violence, including those who face additional barriers due to cultural background, disability, age, sexuality, geographic location, or other intersecting factors. Women are encouraged and empowered to make informed decisions and take control of their lives.

Case management is provided within a crisis intervention framework, complemented by appropriate transitional support. Our approach is tailored to meet the individual strengths, needs and goals of each woman and child who accesses our service. We recognise the right of all women and children to live free from physical, emotional, sexual, financial and all other forms of abuse.

Kara FVS provides refuge accommodation, transitional housing and outreach support, working alongside women and children to enhance safety, wellbeing and opportunities for recovery and independence.

Vision

Kara FVS supports women and children to live safely without fear of violence.

Organisational Context

The After-Hours Support Worker plays a key role in supporting women and children who are experiencing of recovering from family violence. Working within our 24-hour, high security refuge, the After-Hours Support Worker is expected to support the purpose of Kara FVS in accordance with our mission and vision.

The successful applicant will be able to work alone, be mature, calm and proactive with a high awareness of risk management. The role involves some contact with clients although it is not a case management role.

Conditions of Employment

Kara FVS holds an exemption under the Equal Opportunity Exemption Act 2010 (Vic). Applications for this position are therefore open to female-identifying candidates only.

Hours of Employment:

- Part-time, 3 or 4 nights per week as well as weekend day work.
- Hours are 4.30pm to 11.00pm, sleepover 11.00pm to 7.00am and 7.00am to 8.30am Monday to Friday and 8.30am to 4:30pm on weekends.
- A 3-week rotating roster, with days in accordance with the roster.

Reporting to:

- Reports to the Team Leader, with accountability to the Program Services Manager.

Award:

- Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010 - level 3 commensurate with qualifications, and experience.
- Superannuation will be paid according to the Superannuation Guarantee.
- Salary packaging available.
- Purchased leave available after probationary period.

Mandatory requirements:

- A tertiary qualification in Community Services or related discipline or participation in studies is preferred but not mandatory if there is sufficient experience.
- Working with Children Check
- National Police Check (international police check if required)
- Eligibility to work in Australia
- Current unrestricted Victorian driver's license with clean driving record
- Qualification check (original documents)
- Pre-employment safety screening including employment history and disclosure of previous or current disciplinary action
- Referee checks, including most recent supervisor
- Commitment to Child Safety and adherence to the Kara FVS Child Safety requirements
- Ethical behaviour and adherence to the Kara FVS Service Code of Conduct

Responsibilities and Accountabilities

This position is responsible for sleepover at Kara FVS refuge and the provision of support to Specialist Family Violence Practitioners.

Summary of Duties

- Provide sleepover at Kara FVS refuge between the hours of 11.00pm and 7.00am.
- Undertake public holiday and weekend work and before and after sleepover shifts according to the roster - 4.30pm to 11.00pm and 7.00am to 8.30am Monday to Friday and weekend day shifts 8.30am to 4.30pm.
- Provide a handover to a Kara FVS Specialist Family Violence Practitioners.
- Assist in the day to day running of the organisation, including room setup, light cleaning and tidying of communal spaces, Work Health and Safety checklists, printing documents/packs, scanning and shredding, sorting and storing donations, preparation of client packs and resources.
- Accurate and timely record keeping and data collection via SHIP.
- Contribute to the development of innovative processes, practises and quality systems and promote an environment of continuous improvement.
- Actively prepare and participate in annual performance appraisal.
- Perform other related duties as directed by your supervisor.

Key Selection Criteria

1. A tertiary qualification in Community Services or a related discipline or participation in studies is preferred, or at least 12 months experience in a similar role.
2. Demonstrated ability to work within a small team environment.
3. Proficient knowledge and application of Microsoft Office (Word, Excel, PowerPoint and Outlook) and SharePoint.
4. Excellent verbal and written communication skills.
5. Commitment to continuous improvement, managing change and being flexible to change.
6. Demonstrated ability to work independently and within a team and contributing to agreed outcomes.
7. Ability to exercise good judgment in the handling of confidential information.
8. The ability to physically undertake the described role, maintain self-care and resilience and effectively participate in supervision.
9. Effective organisational and time management skills.

Ethical Responsibilities

- Maintain ethical standards of practice consistent with those of the relevant professional body.
- Maintain harmonious relationships with all members of staff.
- Adherence to the Kara FVS Code of Conduct, Policies and Procedures, Direct Services Manual and the Department of Families, Fairness and Housing service standards and funding requirements.
- Treat all client, staff and agency information as strictly confidential.