

Position Description – Family Violence Practice Lead

Version 16, Updated 28 May 2026

Position title:	Family Violence Practice Lead
Position number:	DJ0475
Group:	Police, Racing, Victims and Coordination
Business Unit/Branch:	Victims, Redress and System Reform
Classification:	VPS 4
Employment status:	Full time, ongoing
Position reports to:	Senior Family Violence Practice Lead
Work location:	121 Exhibition Street, Melbourne 3000
Position contact:	Name: Sam Caldera Phone: 0409 670 486 Email: sam.caldera@justice.vic.gov.au

ROLE PURPOSE

The role of a Family Violence Practice Lead is to:

- support and develop family violence practice across the Victims of Crime Helpline team.
- provide coaching and training for staff and stakeholders, and the development and maintenance of practice tools and guidance.
- conduct robust assessments of L17 family violence referrals for male victims, ensuring risks are accurately identified and prioritised.
- apply the Family Violence Multi Agency Risk Assessment and Management Framework (MARAM) principles to evaluate the unique dynamics and needs of male victims of family violence.

Victims, Redress and System Reform (VRSR) is a part of the Police, Racing, Victims and Coordination Division of the Department of Justice and Community Safety and is responsible for coordinating a suite of services for victims of crime, including an information, support and referral service for all victims of reported and unreported crimes through the Victims of Crime Helpline (Helpline), as well as funding state-wide services to provide eligible victims with flexible case management services to meet the practical, emotional and psychological needs of victims to help manage the effects of crime.

The Helpline offers information, support and referrals and is the first step for victims of crime to access free services in Victoria. The Helpline is pivotal in linking victims to services, ensuring they receive personalised, timely and appropriate support to manage the effects of violent crime. The Helpline is

also the state-wide service providing support and referrals for male victims of family violence, primarily through responding to L17 reports received from Victoria Police. The Helpline operates 7 days per week, 8am - 7pm on weekdays and 8am – 5pm on weekends and public holidays and is located in the Melbourne CBD.

Reporting to the Senior Family Violence Practice Lead, the Family Violence Practice Lead (FVPL) is responsible for developing and supporting family violence practice across the Helpline team ensuring the provision of high-quality effective services to Victorian family violence victim-survivors seeking support via the Helpline. The FVPL will monitor and coordinate the response to L17s, information sharing activities and the implementation of the MARAM framework within the Helpline.

The FVPL will establish and maintain relationships with internal and external stakeholders, contributing to the evidence base and providing advice and consultation within VRSR and externally as required.

The role works to increase awareness of issues pertaining to crime victimisation and promote evidence-based reforms to achieve required improvements in victim and system outcomes. The role will also contribute to the effective operation of VRSR and the wider victim support system by:

- adhering to the organisational vision, policies, guidelines and procedures
- adopting behaviours which support productive teamwork
- providing and accessing effective direct service support and resourcing
- providing effective management support to staff; and
- using ICT and writing skills to enhance the work of the team, organisation, and wider support system.

The FVPL is required to work flexibly over shifts 7 days per week including weekends and public holidays and to undertake on-call arrangements when requested.

The FVPL is part of the wider Victims and Justice Operations team and reports directly to the Senior Family Violence Practice Lead (SFVPL).

KEY ACCOUNTABILITIES

People leadership

- Provide leadership, direction, and coaching to the Helpline team to achieve high-quality and timely service delivery to male victims of family violence as well as to redirect men who use violence to the appropriate services.
- Foster a positive, inclusive, and respectful workplace culture where staff feel safe and supported to raise issues or concerns thoughtfully, trusting that these will be addressed appropriately.



Daily leadership of family violence Helpline Operations

- Work in partnership with the Helpline management team, to foster high-quality service and team cohesiveness.
- Provide real-time practice guidance on complex cases, supporting staff to apply trauma-informed, victim-centred approaches in line with the MARAM and other frameworks.
- Maintain compliance with departmental OHS policies, fostering a safe and productive working environment for all team members.
- Escalate any work-related issues, concerns, or complaints to the Senior Family Violence Practice Lead or in their absence the Helpline Operations Manager immediately for resolution.

Family violence risk assessment and referrals

- Monitor and support the family violence service response by the Helpline, ensuring that services are delivered appropriately and in accordance with relevant legislation and government regulations and guidelines.
- Apply MARAM principles to evaluate the unique dynamics and needs of male victims of family violence.
- Conduct predominant aggressor assessments and reassign cases as necessary following comprehensive reviews of the available information.
- Develop tailored safety plans for male victims, addressing immediate and ongoing risks and make appropriate referrals to support services.

Service excellence and best practice

- Contribute to a culture of excellence and best practice, ensuring all victims of crime receive industry-leading support and advice to male victims of family violence.
- Ensure comprehensive and accurate case notes and documentation are maintained for all interactions with staff and victims of crime, meeting departmental standards for record-keeping.
- Collaborate with other areas of VRSR to ensure timely and appropriate supports for victims, building integrated service pathways.
- Support the implementation of improvements to Helpline processes to continually enhance service delivery and outcomes for victims.
- Maintain systems and procedures to guide practice and track progress.

Collaboration and stakeholder engagement

- Work closely with the Senior FVPL to ensure complex family violence cases are escalated and managed effectively through FVISS and CISS.

- Collaborate with internal and external stakeholders, including Victoria Police, family violence services, and child protection agencies, to ensure cohesive and timely responses to victim needs.
- Participate in the coordination of professional development opportunities for Helpline staff, in partnership with Family Safety Victoria and other stakeholders in the family violence sector.

Data-driven advice and decision making

- Collect, analyse, and interpret data to inform operational planning and decision-making.
- Use data insights to identify service delivery trends, monitor performance metrics, and implement targeted improvements.
- Provide regular reporting on key data points to Helpline management to support continuous improvement and accountability.

Compliance and reporting

- Ensure all practices comply with MARAM, Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS), legislative requirements, and organisational policies.
- Adhere to Victorian Government's records, information security and privacy policies, and the departments privacy and confidentiality obligations, ensuring all personal, sensitive, and confidential information is managed appropriately and in accordance with relevant privacy legislation.
- Prepare reports on Helpline operations, family violence-related cases, and emerging trends for senior management.
- Always conduct oneself in line with the VPS code of conduct.

Addressing crime victimisation and systemic challenges

- Contribute to evidence-based reforms aimed at addressing systemic challenges related to crime victimisation, ensuring reforms align with improving victim and system outcomes.
- Use a trauma-informed approach across all service deliveries, ensuring that victims feel safe, supported, and respected at all stages of their engagement with the Helpline.

General business

- Operate relevant computer systems, including case-management systems and other databases.
- Undertake administrative tasks associated with the provision of services by the Helpline.
- Participate in the induction of new Helpline staff.



Other duties

- Undertake any other duties as directed by the Senior Family Violence Practice Lead, Helpline Operations Manager or Senior Management to support the effective and efficient functioning of the Helpline.

KEY SELECTION CRITERIA

Technical Expertise

- At least four (4) years of paid practice experience in the family violence sector or a specialist family violence service and with victims of crime.
- Extensive knowledge and experience in adopting rigorous approaches to intake assessment, referral, and risk assessment activities within a family violence context.
- Demonstrated knowledge and experience in the provision of effective, on-going services to victims of crime and their families informed by organisational guidelines, appropriate theoretical frameworks, and best practice models in direct service delivery.
- Uses knowledge and awareness of issues pertaining to crime victimisation to achieve desired outcomes for victims of crime and system improvement.
- Maintains effective relationships with stakeholders to deliver effective services to victims and receive positive outcomes for victims of crime.
- Extensive knowledge, experience, and skills to effectively engage with victim survivors and alleged perpetrators of family violence.
- An intrinsic understanding and awareness of the nature and dynamics of family violence, the legislative context and service system in Victoria.
- Demonstrated knowledge and ability to effectively develop systems to ensure victim support services are prepared to respond to critical incidents of crime.
- Demonstrated ability to effectively engage with victims of crime who have experienced a critical incident.
- Demonstrated ability to implement effective change in family violence practice.
- Ability to adhere to departmental policies guidelines and procedures.
- Excellent ICT, written and verbal communication skills.

Personal Attributes

- **Outcomes Thinking:** Works with sense of purpose within the team and enables others to understand the strategic direction of the branch and organisation; creates a sense of purpose within the team by establishing links between work and impact to the community.
- **Working Collaboratively:** Build a supportive and cooperative team environment; engages other teams to share information to understand or respond to issues; support others in challenging situations.
- **Promote Inclusion:** Pays attention to words, expression, and body language; recognises behaviours that promote a culture of inclusion. Hold self and team accountable towards being inclusive to individuals from diverse backgrounds. Takes corrective actions when behaviours displayed do not promote an inclusive workplace.



Meaningful Outcomes

- **Innovation and Continuous Improvement:** Seeks opportunities for continuous improvement and ways to innovate; offers suggestions and ideas, encourages others to do the same; leverage on existing continuous improvement systems and procedures to improve outcomes, quality and efficiency of work; creates space for learning and innovation by seeking for input and feedback from others.
- **Future Focus:** Develops objectives that link to broader team and organisational objectives; considers future aims and goals of the team and organisation in prioritising own and others' work. Integrates relevant technologies into own ways of working and supports others in this. Proactively stays up to date with best practice and leading developments relating to expertise and area of work.

Enabling Delivery

- **Critical Thinking and Problem Solving:** Resolves issues through deep understanding or interpretation of existing guidelines. Where guidelines are not available, analyses ideas available and acts through self, or in consultation with others to resolve problems. If required, determine additional information needed to make informed decisions. Applies critical thinking and problem-solving concepts in the right context.

Authentic Relationships

- **Interpersonal Skills:** Sees things from another's point of view and confirms understanding; understand motivations, needs and wants of stakeholders and their impact on service delivery; tailor communications according to audience and/or audience preference.
- **Customer Focus:** Monitors customer satisfaction to gain critical insights; looks for continuous improvement opportunities and ways to innovate.

People Leadership

- **Develop Capability:** Actively seeks to improve others' skills and talents by providing knowledge, constructive feedback, coaching and learning opportunities; consistently develops team capability; Recognise and develop potential in others.
- **Lead and Navigate Change:** Coordinates change initiatives, providing clear guidance through coaching and supporting others in adopting change. Identifies barriers to change and works with others to develop and implement relevant change strategies.

Qualifications

Mandatory Qualifications - these are essential to the role and typically required for consideration:

- A Bachelor of Social Work or equivalent formal learning, including holding a Bachelor degree or above; or equivalent qualification. Qualifications must align with the Mandatory Minimum Qualification Requirements for Specialist Family Violence Workers (Recommendation 209).

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



- Completion of the MARAM Framework with knowledge of risk assessments and predominant aggressor identification.

Desirable Qualifications - these are additional qualifications that would enhance a candidate's suitability but are not strictly required:

- Training in cultural competence and frameworks for supporting diverse communities (e.g., First Nations, CALD, LGBTQIA+).
- Familiarity with case management software and reporting tools.

IMPORTANT INFORMATION

- The salary range for this position is set out in the Victorian Public Service Enterprise Agreement 2024. Please refer to the Department of Treasury and Finance website (dtf.vic.gov.au) for further information.
- Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. Any above base requests require sign off by an executive delegate and will be by exception only or where required to match the current salary of Victorian Public Service staff transferring at-level.
- If you have previously left the VPS on a departure/ separation package, employment restrictions may apply.
- You may be required to mobilise to other areas to support priority projects or programs.
- The department is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees.

SAFETY COMMITMENT

- Staff safety commitment - Actively participate in health, safety, and wellbeing (HSW) programs and proactively report on all HSW incidents through the Justice Incident Management System (JIMS) to embed and support a strong safety-first culture that supports the HSW Strategy's vision of "a workforce that thinks safety and works safely".
- Manager safety commitment - Create and maintain a working environment, which takes a zero-tolerance approach to unsafe practices and behaviours, which supports the HSW Strategy's vision of "a workforce that thinks safety and works safely."
- Child safety commitment - The Department of Justice and Community Safety is committed to the safety and wellbeing of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse and inequality. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon. We aim to foster a culturally safe, child safe and child friendly environment for all children and young people we have contact with, deliver services to, or are impacted by our work.



PRE-EMPLOYMENT CHECKS

All appointments to the Department of Justice and Community Safety are subject to reference checks, pre-employment misconduct screening and Nationally Coordinated Criminal History checks. Some positions may also be subject to a Declaration of Private Interests (for executive and responsible officer roles), medical checks, and/or 'Working with Children Check.'

If the position is based in a prison, youth justice facility or community corrections location, or has offender management responsibilities, or access to sensitive information, employment may be subject to a number of additional pre-employment security and safety checks, including, but not limited to:

- Pre-employment Security and Misconduct Checks (Declaration Form)
- Nationally Coordinated Criminal History Check (NCCHC) and International Police Clearance (if applicable)
- VicRoads Information Check
- Drivers Licence Check(s) (if applicable).

A Nationally Coordinated Criminal History Check and an Australian Entitlement to Work Check is a requirement for all DJCS positions, and these checks require identification documents of either a passport or birth certificate.

For Aboriginal Prioritised or Designated positions, a Certificate of Aboriginality (CoA) will be required prior to an offer of employment being made.

Aboriginal and Torres Strait Islander applicants are welcome to utilise support from the Aboriginal Recruitment Team throughout the recruitment process. Aboriginal candidates are encouraged to contact Aboriginalrecruitment@justice.vic.gov.au if they would like cultural support and guidance through the application process.

VALUES AND BEHAVIOURS

Department of Justice and Community Safety employees are required to demonstrate commitment to:

The Victorian Public Sector Values: responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

The Environment: The department is committed to minimising its environmental impact and requires all staff to comply with its environmental policy.

Recordkeeping: The department is committed to good recordkeeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.



Diversity: The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTIQ community, and people from culturally diverse backgrounds.

FURTHER INFORMATION

Please visit About the Department on the [Department of Justice and Community Safety website](http://www.justice.vic.gov.au) (<http://www.justice.vic.gov.au>) for information on:

- Organisational values and structure
- Our policies such as privacy and conflict of interest
- The Victorian Public Service (VPS) code of conduct
- Our commitment to the safety and wellbeing of children.



OFFICIAL: Sensitive

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