

	Position Title:	Family Violence Training and Implementation Specialist
	Program:	Family Violence
	Division:	Client Experience & Service Development
	Band:	C
	Salary:	Stream 1, Level 7
  	Date:	October 2026

ROLE PURPOSE

The Client Experience and Service Development team works as part of the Berry Street Yooralla Family Violence Stream. The team is responsible for providing internal capability uplift and training, the implementation of relevant frameworks, policies and procedures, and providing data insights and activities that enable best practice across Berry Street Yooralla's service offerings. In addition, the team is responsible for developing new programs and fee-for-service opportunities including the expansion of the Family Violence external training and consulting capacity.

Reporting to the Senior Manager Client Experience and Service Development, the Family Violence Training and Implementation Specialist will support the core functions of the team by developing and facilitating family violence training and capability uplift activities and providing internal and external-facing advice on the implementation of policies, procedures and family violence frameworks as part of Berry Street Yooralla's Family Violence consultancy.

This role will hold a key relationship with external stakeholders, will contribute to submissions, tenders and briefs and may support the organisations reporting as required by government bodies. The role may also represent Berry Street Yooralla at conferences or public forums as needed.

PRIMARY OBJECTIVES

The primary objectives of the Family Violence Training and Implementation Specialist's role are:

- Under the broad direction of the Senior Manager, designing, developing and delivering family violence training and capability uplift for Berry Street Yooralla practitioners and external professionals across a range of delivery modalities.
- Ensuring training aligns with Victorian legislative frameworks, sector capability expectations, MARAM, and contemporary evidence.
- Providing coaching and subject matter expertise to BSY practitioners to support their co-facilitation of training sessions, ensuring high-quality offerings by assisting with content creation and the development of materials
- Providing subject matter expertise to BSY on the topic of policy, procedure and framework implementation, including assisting BSY to monitor and evaluate alignment to the MARAM framework, and developing projects to strengthen alignment where required.
- Providing external-facing subject matter expertise on policy, procedure and framework alignment to external stakeholders as part of BSY's consultancy offering.
- Maintaining strong relationships with external agencies, sector partners and government bodies.
- Contributing to the preparation of submissions, participating in policy consultations, and assisting the Senior Manager with the development of new programs and initiatives to increase BSY's service offerings.

REPORTING RELATIONSHIPS

This role is based at the Preston office on Wurundjeri County and will be required to travel regularly across Berry Street Yooralla sites as required.

This role reports to the Senior Manager, Client Experience and Service Development who will provide strategic direction, supervision and review.

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008).
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators.
- Meeting obligations under all relevant Victorian and Commonwealth legislation.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.
- Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children, in accordance with our legal obligations including MO 1359 and child safe standards.
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ROLE RESPONSIBILITIES	Specific responsibilities, duties and tasks
Family Violence Training and Capability Uplift	• Support specialist family violence practice through developing, designing and delivering family violence training and capability uplift • Provide authoritative advice to internal and external stakeholders regarding contemporary specialist family violence practice • Support the monitoring and review of training for continuous quality improvement and ensure that training is aligned to best-practice, current evidence-bases and frameworks • Coach and train BSY practitioners to support their co-facilitation of training offerings, ensuring the high-quality of training offerings that best represent the breadth of knowledge and experience at BSY
Implementation Support and Specialist Advice	• Evaluate BSY's alignment to practice frameworks and MARAM and provide specialist advice and support to improve alignment where necessary. Review current practice guidelines and update as required.

	• Provide specialist advice and subject matter expertise on policy, practice and framework alignment to external agencies as part of the BSY consultancy • Where required, support the development of tenders, new service offerings and submissions ensuring that there is strong alignment to relevant legislation, frameworks, and policy.
Workplace Health and Safety	• Lead by example in actively promoting and implementing the requirements of Berry Street Yooralla's positive duty to provide a safe workplace, health and safety management system – policies, procedures, and processes. Including, holding staff accountable for observing all safe work procedures, rules, and instructions. • Promote and maintain a safe work environment by identifying and reporting hazards, supporting staff wellbeing, ensuring safe work practices, and responding to risks or incidents in accordance with organisational WHS policies and legislative requirements.
Community, Stakeholder Engagement & Program Development	• Build and maintain collaborative relationships with external stakeholders, which may include DFFH, community partners, education providers and corporate partners to support coordinated service delivery, training and the consultancy. • Represent BSY at forums, conferences or other opportunities which raise the profile and showcase the expertise of BSY's family violence offering.
Child Safety and Safeguarding	• Promote and contribute to a child safe culture by prioritising the safety, wellbeing, participation and empowerment of children and young people. • Comply with the Berry Street Yooralla Child Safety and Wellbeing Policy, Child Safety Code of Conduct, Child Safe Standards and all reporting obligations. • Immediately report any concerns regarding the safety or wellbeing of a child or young person.
Other	• May be required to participate in a duty roster and/or work after hours. • Regular travel across Berry Street Yooralla locations is required. • Other duties as required.

KEY SELECTION CRITERIA

- Excellent written and verbal communication skills, including presentation and facilitation skills.
- Demonstrated ability to manage competing priorities and stressful situations while practising appropriate self-care.
- Expert knowledge and experience working within the family violence sector, and trauma and violence informed practice.
- Experience in developing and delivering high-quality training and capability uplift; including undertaking learning needs analyses, creating presentations and workforce training materials.
- Ability to develop innovative approaches to training engagement and knowledge transfer.
- Strong communication skills, with the ability to convey information clearly and adapt style to suit different audiences.

- Ability to provide subject matter expertise and implementation advice on family violence theoretical and practice frameworks, and service standards including MARAM, the Family Violence Capability Framework, Child Safe Standards and other relevant guidelines and regulations.
- Experience in policy, procedure or framework implementation, including the development and delivery of implementation plans.
- Experience in project management including demonstrated organisational skills, ability to prioritise and work to deadlines and KPI's
- Demonstrated ability to liaise and build positive and respectful relationships with relevant government, corporate and community sector organisations. Established links with key stakeholders would be an advantage.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A minimum Bachelor level qualification in Social Work, Psychology, Welfare or a related discipline, or recent employment in the family violence sector or equivalency met through the 7 Equivalency Principles in line with the minimum mandatory qualification requirements. Please see <https://www.vic.gov.au/mandator>
- Extensive experience in a specialist family violence role.
- Advanced skills in training development and delivery
- Staff members must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

HIGHLY DESIRABLE

- Postgraduate qualification in social work, training and assessment, policy or a related clinical discipline.
- Experience delivering trauma-and-family-violence informed reflective practice sessions.
- Qualifications or equivalent experience in instructional design and awareness of adult learning principles
- Ability to undertake trainer certification with Safe and Together Institute.

ABOUT THE FAMILY VIOLENCE SERVICE

Berry Street Yooralla's Family Violence Service provides specialist, integrated support to victim survivors of family violence and their children across Victoria. We support cisgender heterosexual women and their children, as well as LGBTIQ+ individuals and families, acknowledging the diverse identities, contexts and experiences of the people we serve.

Our practice is grounded in an intersectional feminist framework and aligned with the Responding to Family Violence Capability Framework and MARAM Framework. We recognise gender inequality as a key driver of family violence, while also acknowledging the broader social, cultural, structural and historical factors shaping how violence is used and experienced. This includes the ongoing impacts of colonisation for Aboriginal and Torres Strait Islander communities, the diverse experiences of culturally and linguistically diverse (CALD) communities, and the power imbalances faced by people with disability.

Berry Street Yooralla Family Violence Service operates across the Department of Fairness, Families and Housing Areas of Central Highlands, Hume Merri-Bek and North East Melbourne Area. Providing services across three Orange Door Sites, a variety of integrated victim-survivor response services as well as a People Using Violence program which operates only in Central Highlands area.

Across all service areas, we promote safety, empowerment, agency and self-determination, tailoring responses to each person's unique circumstances, identity and lived experience. We recognise the profound and distinct impacts of family violence on children and young people and embed child centred and trauma informed practice across all aspects of service delivery.

We operate within a collaborative and supportive team environment, working closely with internal partners, community organisations and statewide family violence coordination structures to deliver consistent, high quality and accessible support across Victoria.

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Not Applicable
	Interact with clients and members of the public who may display the full range of emotional expressions, including training participants, parents, partners, significant others, family members, advocates, doctors, police.	Occasional
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Not Applicable
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Occasional
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Regular
	Work rostered hours with the possibility of overtime.	Occasional
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Regular
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in educational or community facilities.	Regular
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Undertake training and professional development activities both internal and external to the organisation.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily

