



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Family Violence Program Worker	
<b>TERMS AND CONDITIONS</b>	Social, Community, Home Care and Disability Services Industry Award 2010	
<b>SERVICE/BUSINESS AREA</b>	Family Violence Intervention Program (FVIP)	
<b>LOCATION</b>	Heidelberg	
<b>ACCOUNTABLE &amp; REPORTS TO</b>	Team Leader, FVIP	
<b>POSITION/S REPORTING TO THIS POSITION</b>	N/A	
<b>INFORMATION CONTACT</b>	Helen Consta	Telephone 03 9457 0500

### AGENCY OVERVIEW

Kildonan UnitingCare is an innovative and trusted community service organisation within one of Australia's largest welfare networks, UnitingCare Australia – an agency of the Uniting Church.

We are one of Australia's oldest organisations dating back to 1881 – yet we are rapidly gaining a reputation for delivering some of the most proactive, innovative and relevant community services in Victoria.

Kildonan supports more than 15,000 Victorian individuals, families and communities each year from northern metropolitan Melbourne through to North Regional Victoria, following a merger with UnitingCare Cutting Edge in 2014. Kildonan is committed to assisting to develop and sustain a society that values and cares for its children. All children who have contact with Kildonan staff, whether directly or indirectly, have a right to feel and be safe.

We also have a corporate arm which consults nationally to companies wanting to deal more fairly with their customers from across the utility, telecommunications, property, banking and government sectors.

We deliver quality services to our stakeholders through the organisational values of *Respect, Trust, Compassion, Integrity and Justice*.

### SCOPE OF POSITION

This role is designed to provide clinical assessment, counselling, group-work and therapeutic support to men, women and children of Kildonan's Family Violence Intervention Program. The position will also provide secondary consultation to staff of Kildonan.

### KEY RESPONSIBILITIES

#### Role

- Provide therapeutic counselling and group-work in accordance with program guidelines for the delivery of the Family Violence Intervention Program (FVIP).
- Provide support to the FVIP for the delivery of clinical services including; Men's Behaviour Change Groups, and other group-work as required.
- Assist in the development, implementation and evaluation of the Fathering without Violence Program.
- Co-Facilitate weekly Men's Behaviour Change groups for men who have used violence against their partners and children (as required).
- Effectively provide individual assessment and counselling to clients.
- Provide secondary consultation to staff of Kildonan regarding issues for clients impacted by Family Violence.
- Participate in a staffing roster for the Sanctuary 'drop in' service.
- Maintain data system and manage own administration.

DOC CREATED: 2012	VERSION NO.	EFFECTIVE DATE: 04/2014	REVIEW DATE: 04/2015	APPROVED BY:	RESPONSIBILITY: SM P&C	DOC No: XX.FO##	PAGE 1 OF 4
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## POSITION DESCRIPTION

- Assist in program evaluation.
- Develop and maintain relevant networks.

### Group Co-Facilitation

- Co-facilitate weekly groups in the FVIP as required.
- Participate in the development of a curriculum for clients (mandated and voluntary) and tailored to men from all different Cultural backgrounds.

### Accountability

- Performance of all aspects of the role in an efficient and timely manner.
- Participate in regular supervision, including an annual appraisal in order to meet organisational and professional development goals.
- Participate in professional development programs as appropriate.
- Represent Kildonan in a professional manner at all times.

### Resources, assets and sustainability

- Utilise agency resources efficiently so as to maximise project outcomes.

### General

- Willingness and ability to follow lawful instructions.
- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Kildonan UnitingCare.
- Attend and participate in team meetings, wider agency activities and training/forums.
- Participate in fortnightly supervision with the FVIP Senior Practitioner or Program Manager.

### ROLE ATTRIBUTE REQUIREMENTS

<b>Ethical</b>	<ul style="list-style-type: none"> <li>– Has integrity and principles</li> <li>– Is truthful</li> <li>– Reflects expected standards of behaviour and/or Code of Conduct</li> </ul>
<b>Honest</b>	<ul style="list-style-type: none"> <li>– Is credible and truthful</li> <li>– Is reliable and trustworthy</li> <li>– Acknowledges and learns from mistakes</li> </ul>
<b>Creative and innovative</b>	<ul style="list-style-type: none"> <li>– Finds ways to work better and smarter</li> <li>– Generates options and ideas</li> <li>– Is open to change and alternatives</li> </ul>
<b>Client/member focused</b>	<ul style="list-style-type: none"> <li>– Prioritises needs of clients and members</li> <li>– Aims for best outcomes for clients and members</li> <li>– Is outcome focused</li> <li>– Follows through with commitments</li> </ul>
<b>Positive</b>	<ul style="list-style-type: none"> <li>– Has faith in own abilities</li> <li>– Is optimistic</li> <li>– Remains calm and focused when faced with difficulty</li> </ul>
<b>Self-disciplined</b>	<ul style="list-style-type: none"> <li>– Manages own time to achieve key outcomes</li> <li>– Avoids distraction and diversions</li> <li>– Demonstrates punctuality and meets agreed schedules and timelines</li> <li>– Manages time and uses tools effectively to assist with planning and organising</li> </ul>
<b>Flexible</b>	<ul style="list-style-type: none"> <li>– Adapts to changing circumstances in the workplace</li> </ul>

DOC CREATED: 2012	VERSION NO.	EFFECTIVE DATE: 04/2014	REVIEW DATE: 04/2015	APPROVED BY:	RESPONSIBILITY: SM P&C	DOC No: XX.FO##	PAGE 2 OF 4
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## POSITION DESCRIPTION

	<ul style="list-style-type: none"> <li>– Prioritises work and addresses what is most important</li> <li>– Takes advantage of new and emerging opportunities</li> </ul>
<b>Resilient</b>	<ul style="list-style-type: none"> <li>– Recovers from setbacks</li> <li>– Overcomes obstacles and impediments</li> <li>– Learns from experience and identifies areas for self-development</li> </ul>
<b>Culturally aware</b>	<ul style="list-style-type: none"> <li>– Respects difference in all its forms</li> <li>– Adapts language to aid communication</li> <li>– Values diversity as a strength and positively utilises diversity</li> </ul>
<b>Work Standards</b>	<ul style="list-style-type: none"> <li>– Has high work standards and is proactive in carrying out work and ensuring service reliability</li> <li>– Has high work ethic even when processing mundane non-challenging duties</li> </ul>
<b>Inclusive</b>	<ul style="list-style-type: none"> <li>– Recognises the rights of others</li> <li>– Is committed to social justice and social inclusion</li> <li>– Makes equitable decisions</li> </ul>
<b>Collaborative</b>	<ul style="list-style-type: none"> <li>– Works with others to achieve common goals</li> <li>– Engenders a spirit of teamwork</li> <li>– Inspires trust</li> </ul>
<b>Supportive</b>	<ul style="list-style-type: none"> <li>– Encourages others to attain goals and achieve</li> <li>– Listens actively and inspires confidence</li> <li>– Demonstrates empathy when confronted with adversity</li> </ul>

### KEY SELECTION CRITERIA

#### Qualifications & Accreditations

- Qualifications in Social Work, Psychology, Welfare Studies or equivalent.
- Certificate IV in Male Family Violence or relevant experience that ensures equivalency under the No to Violence Standards.

#### Skills & Experience

- Demonstrated ability to provide clinical assessment, intervention and treatment to men who perpetrate Family Violence.
- Demonstrated ability to provide Individual Counselling.
- Demonstrated ability to undertake group-work including Men's Behaviour Change (MBC) programs.
- Evolved understanding of drug and alcohol and/or mental health issues and service systems.
- Highly developed ability to provide secondary consultation, training, advice and support to staff and other professionals.
- Demonstrated capacity to work in an area of challenging and complex practice.
- Excellent written and verbal communication skills.
- A thorough understanding of the Family Violence Service System.
- Demonstrated commitment to working collaboratively with funding providers.
- Intermediate PC skills (Word/Excel/Outlook).

#### Personal Attributes

- A proven commitment to social justice and the development of self-determination.
- Highly developed adaptive interpersonal communication skills including the ability to engage and empower others.
- Ability to be self reliant, motivated and accountable in managing multiple tasks and meeting timelines and

DOC CREATED: 2012	VERSION NO.	EFFECTIVE DATE: 04/2014	REVIEW DATE: 04/2015	APPROVED BY:	RESPONSIBILITY: SM P&C	DOC No: XX.FO##	PAGE 3 OF 4
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## POSITION DESCRIPTION

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- Commitment and ability to work independently and as a member of a team.

### Mandatory

- Current Drivers Licence
- Current Victorian Working With Children Check
- Successfully Completed Police Records Check with a positive outcome

### ACKNOWLEDGEMENT

*Diversity* – Knowledge and understanding of the principles of anti-discrimination and equal opportunity legislation and demonstrates ability to interpret and uphold principals and standards of equal opportunity policies into practice.

*Health, & Wellbeing* – Ensure that a system of work that is safe and without risk to health is developed, documented and followed by all employees, volunteers, clients and visitors through appropriate supervision, training and monitoring. Maintain compliance with OHS legislative requirements and Kildonan's OH&S policies, procedures and guidelines. This includes reporting of safety incidents and hazards as soon as you are aware of them.

*Quality Service Systems* – Demonstrates ongoing commitment to the Vision, Mission, Values, Strategic Plan, Policy and to our Continual Improvement/ Quality Assurance processes. Manages implementation of quality systems and ensure that quality outcomes are achieved.

*Drugs and Alcohol* - A staff member is not to be adversely affected by alcohol, drugs or any other detrimental substances whilst employed in this position at Kildonan UnitingCare.

### POSITION INCUMBENT

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

This position description has been approved by the  
**Senior Manager People & Culture**

Signature: \_\_\_\_\_

Print name: **MEAGAN DOWNIE**

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

DOC CREATED: 2012	VERSION NO.	EFFECTIVE DATE: 04/2014	REVIEW DATE: 04/2015	APPROVED BY:	RESPONSIBILITY: SM P&C	DOC No: XX.FO##	PAGE 4 OF 4
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## Position Description:

### Case Worker

<b>Location</b>	Mobile – Inner-Sydney Area
<b>Reports to</b>	Service Manager - Moving Out Moving On
<b>Direct Reports</b>	None
<b>Status</b>	Maximum term
<b>Hours</b>	22.4 hours
<b>Award</b>	Social, Community, Home Care and Disability Services (SCHCADS) Award
<b>Grade</b>	Level 4
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Base salary commensurate with skills and experience</li> <li>• Immediate access to salary packaging</li> <li>• Flexible start and finish times</li> <li>• Mobile telephone</li> </ul>
<b>Other Requirements</b>	To be female is a genuine occupational requirement under section 31 of the Anti-Discrimination Act 1977 (NSW)

## About Domestic Violence NSW Service Management

Domestic Violence NSW Service Management (DVSM) is a provider of specialist homelessness services with a focus on domestic and family violence, as well as providing professional services to support the sector with this service delivery.

### Our Purpose

To empower our clients to make positive, permanent changes that improve their safety and well-being.

### Our Values

- ▣ Client-Centric: we listen and embrace diversity to support our clients to achieve their self-defined goals.
- ▣ Excellence: we exceed expectations with our professionalism and evidence-based products, programs and services.
- ▣ Respect: we remain open-minded and non-judgmental.
- ▣ Integrity: we are ethical, transparent and accountable.

## Purpose of Position

The purpose of this position is to provide specialist mobile case management support to women with children experiencing domestic and family violence who are residing at a MOMO partnering service. The aim of this program is to assist women to ultimately sustain and maintain their housing and achieving self-sufficiency.

Skill sets for this role are:

- ☐ Service Delivery
- ☐ Professional Practice
- ☐ Community & Inter-Agency Relations
- ☐ Communication
- ☐ Resources, Assets & Sustainability
- ☐ Governance & Compliance.

Performance guidelines and criteria for each of the above Skill Sets are set out in DVSM's Capability Framework.

## Responsibilities

### Service Delivery

- Deliver client-centric service to an allocated caseload of clients on mobile basis by:
  - Providing rapid case management and support to an allocated caseload of clients who access the Temporary Accommodation program at our partnering service.
  - Working closely with partnering service/s in regards to obtaining best suitable outcome for client, including but not limited to accessing their services and products.
  - Undertaking comprehensive risk assessment and safety planning identifying immediate to medium level requirements.
  - Undertaking detailed case planning and identify and coordinate the range of supports needed to effect meaningful change and sustain permanent affordable housing.
  - Assisting clients in locating and securing appropriate housing including referral and advocacy and relationship building with real estate landlords and or other housing options.
  - Connecting clients to support services within including mainstream services.
  - Monitoring ongoing support to the clients until all needs are met, or client indicates support is no longer required.
- Provide clients with the information, tools and resources required to maintain and sustain a tenancy; tenant responsibility and rights; affordable housing options; financial management.
- Complete accurate case notes, data collection (using CIMs) and other documentation related to the case management of clients in a timely manner.
- Participate in monitoring and evaluation processes.
- Build and share knowledge with the team of client needs.

- Maintain currency of knowledge of supports available to different client groups such as access to emergency / welfare payments, immigration issues and other packages.
- Assist with program management by:
  - Contributing to program development and implementing structured project plans.
  - Participating in cross organisational evaluation activities and external sector organisational evaluation activities as required.
  - Assisting with culturally-specific programs where appropriate.
- Participate in professional supervision and other reflective / resilience-building practices.
- Maintain client confidentiality in line with organisational and other protocols.

## Community & Inter-Agency Relations

- Develop strong positive relationships with accommodation services including HNSW, Community Housing, real estates and crisis accommodation.
- Develop and maintain strong collaborative relationships with a broad range of services including but not limited to; cultural and religious organizations, groups and communities, mainstream and DV specific in order to facilitate access to a diverse range of appropriate supports.
- Research community needs to provide community development and education.

## Resources, Assets & Sustainability

- Undertake public relations and fundraising activities as directed.
- Assist with budget reviews and work within available budget.
- Maintain awareness of contracts relating to own role and program.

## Governance & Compliance

- Keep abreast with legislation and specific government and non-government supports available to women with or without children who have experienced domestic violence and or homelessness.
- Contribute to the development of your individual performance plan and demonstrate an understanding of links to operational plans and strategic objectives.
- Contribute to the enhancement of quality practices and works to meet quality requirements.
- Contribute to the control of risks and hazards.

## Organisational Responsibilities

1. Comply with DVSM's Code of Conduct, policies and procedures.
2. Value individual differences and recognize positive benefits that can be gained from and foster workplace diversity.
3. Recruit, induct and manage staff in accordance with DVSM policies and procedures.
4. Comply with all WHS procedures and provide a safe workplace for colleagues, visitors and clients to DVSM premises.
5. Attend and participate in staff and organisational meetings.
6. Participate in training and organisational development activities.
7. Undertake other duties within the scope of this role, as directed.

## Selection Criteria

### Essential Criteria

1. Minimum two years' case management experience
2. Relevant tertiary qualifications at minimum Diploma level.
3. Demonstrated understanding of the impacts of domestic and family violence.
4. Demonstrated ability to quickly understand the different social and private housing options.
5. Demonstrated ability to use strength based case management approach.
6. Demonstrated ability to be self-directing, plan and prioritize workload and show initiative.
7. Strong communication and interpersonal skills.
8. Sound written communication skills, including knowledge of best practice in writing case notes.
9. Computer literacy to at least an intermediate level.
10. Current driver's license.
11. Working with children and police check.

### Desirable Criteria

12. University degree in social work, social science or relevant field.
13. Experience working with a coordinated, wrap around service model.
14. Prior experience working in SHS services.
15. Experience working remotely/independently





## **Staying Home Leaving Violence Caseworker**

### **JOB DESCRIPTION**

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**Position Title:** Caseworker

**Reports To:** Team Leader, Direct Services

**Award and Conditions:** Social, Community, Home Care and Disability Services (SCHCADS) Award, Level 5  
Salary sacrifice is available, which adds value to the remuneration package.

**Hours:** Full time or 0.8 FTE (hours within the range of 30 – 38 hours per week, to be negotiated with the successful applicant) during normal business hours

**Term:** To 30 June 2017, with possibility of extension subject to ongoing funding and need

**RESPONSIBLE FOR** Providing support, intervention, case management and group work for women and their children ending a violent relationship.

#### **About the program:**

Staying Home Leaving Violence (SHLV) is a casework and community development model enabling women (and their children) ending a violent relationship to remain in their own home. Through supporting women who choose to stay in their home, caseworkers assess safety needs, seek to improve social, health, economic and legal outcomes for families, reduce homelessness and promote accountability for offenders of violence.

The WASH House SHLV program covers the Blacktown Local Government Area, and is staffed by 4 caseworkers.

#### **ESSENTIAL**

- A passion and commitment to helping make a positive difference in people's lives.
- Relevant tertiary qualifications eg: Social Work, Behavioural Sciences.
- At least two years' direct experience working with women who are experiencing domestic violence.
- Demonstrated understanding and experience in case management of people with complex support needs including outreach and advocacy.
- Excellent communication and negotiation skills.
- Experience networking with multidisciplinary services and agencies and ability to build and foster relationships within a changing sector climate.
- Conceptual skills, with sound analytical and problem solving ability.
- Knowledge and understanding of domestic violence, social policy and issues that face women in Western Sydney.
- Ability to work effectively within a small team.
- Computer and internet skills.
- Current driver's licence.

JOB DESCRIPTION: SHLV CASEWORKER

Document Number: WHJD 62

Version: 3

Approved by: WASH HOUSE Manager

Date 19 June 2016

**Desirable**

- Counselling skills and experience

**DESCRIPTION OF DUTIES****KEY RESULT AREAS**

- Case Management
- Community Development
- Quality Activities
- Teamwork

**1. CASE MANAGEMENT**

- Facilitate a service model to support women (and their children) to safely remain in their home or a home of their choice following domestic violence.
- Provide outreach, advocacy and casework service to women leaving domestic violence relationships.
- Provide clients with intensive assistance to stabilise their personal circumstances and assist them out of crisis.
- Undertake comprehensive risk assessment and safety audits.
- Implement safety planning and strategies including provision of personal and home security devices.
- Assist and support women to enhance their existing coping skills, problem solving skills and ability to mobilise resources.
- Identify and prioritise client groups currently unable to access support options and develop a clear understanding of client needs.
- Liaise with Police and Courts regarding removal of the violent partner from the home.
- Develop and maintain referral pathways and protocols.
- Participate in the WDV-CAS court support roster at Mt Druitt and / or Blacktown local courts (on a roster basis with the SHLV team).

**2. COMMUNITY DEVELOPMENT**

- Develop and maintain networks (under formal or informal partnership agreements) with relevant agencies including:
  - NSW Police in the Local Area Commands
  - Housing NSW
  - Women's Domestic Violence Court Advocacy Services (WDV-CAS)
  - Local Courts
  - Temporary Accommodation agencies including women's refuges
  - Legal, health and support services
- Influence and create positive change for women and children through effectively collaborating with sector stakeholders
- Identify partnership opportunities with other sector stakeholders in order to assist with improving outcomes for women and children
- Establish and facilitate collaborative, innovative and workable partnerships with community partners and NGOs to integrate service provision at a local level
- Encourage co-operative work practices and facilitate innovative approaches to issues of common concern within the community sector
- Participate in committees, forums and working groups as required by service agreement and/or WASH House priorities.

### **3. QUALITY ACTIVITIES**

- Commit to ongoing quality improvement, and participate in regular reviews and evaluation of the project
- Maintain a high standard of record-keeping
- Supply statistics and other related information on workloads, produce reports as required, and initiate/answer any correspondence as required
- Data collection and liaison with other NSW Staying Home, Leaving Violence projects
- Participate in regular clinical supervision, and attend seminars, lectures, conferences and supervision as required for professional development.

### **4. TEAMWORK**

- Demonstrate an active, dedicated commitment to the WASH House Vision and Philosophy
- Promote a positive image of The WASH House
- Market WASH House vision to all stakeholders
- Uphold the standards of Work, Health & Safety and the principles of EEO
- Contribute and participate in organisational decisions involving the development of the WASH House and its services & products
- Model the principles of participation, partnership, collaboration and learning
- Participate in and contribute to team meetings
- Participate in team staff development and in-service training as appropriate
- Attend seminars, lectures, conferences and supervision as required for professional development
- Support daily routine of the WASH House facility.

### **5. GENERAL**

- Maintain client records, reports and other documentation as required by the WASH House
- Support and adhere to the WASH House staff Code of Conduct, and WASH House policies and procedures
- Maintain a working knowledge of relevant legislation relating to child protection and mandatory reporting
- Other duties as required from time to time consistent with the level of the position.

*At the WASH House, being a woman is a genuine occupational qualification for this position under s.31 of the Anti-Discrimination Act 1977 (NSW).*

**Approved by:**  
**Manager, June 2016**



182 Gatton Street, Cairns. PO Box 86B, Bungalow, 4870.  
Ph: 07 4051 9366 Fax: 07 4031 6750 Email: [wirc@wirc.org.au](mailto:wirc@wirc.org.au)

## POSITION DESCRIPTION

<b>POSITION:</b>	<b>Support Worker</b>
<b>PROGRAM AREA:</b>	<b>Tablelands Womens Support Service</b>  The Tablelands Womens Support Service is located in Atherton and is auspiced by the Womens Centre Cairns.  The Tablelands Womens Support Service provides crisis accommodation and case management support including court support to women and their children experiencing domestic and family violence and homelessness.
<b>REPORTING:</b>	The Support Worker reports to and works under the direction of the Program Coordinator and Manager and within the guidelines and policies set by Womens Centre Cairns Management Committee.  The position does not have direct responsibility for budgetary or policy making.
<b>CORE RESPONSIBILITIES:</b>	To provide support and case management to women and their children experiencing domestic and family violence with a focus on assisting clients housed in the temporary accommodation to transition to permanent safe housing.
<b>HOURS OF WORK:</b>	35 hours per week
<b>SALARY &amp; CONDITIONS:</b>	<i>Social, Community, Home Care and Disability Services Industry Award</i> , Community Services Worker Level 4 Superannuation Salary Sacrifice options available

## JOB DESCRIPTION

<b>POSITION TITLE:</b>	<b>COUNSELLOR / FAMILY SAFETY PRACTITIONER</b>
<b>UPDATED BY:</b>	<b>MICHAEL MULDOON – GM OPERATIONS</b>
<b>DATE EFFECTIVE:</b>	<b>NOVEMBER, 2015</b>

### PURPOSE

The Counsellor / Family Safety Practitioner will be responsible for the provision of effective, high quality, culturally sensitive relationship counselling for individuals, couples and families; and for delivering effective case management, group work and integrated and coordinated service delivery for families impacted by family violence.

### OUR ORGANISATION

Relationships Australia Victoria (RAV) is a valued provider of specialist family services. We aim to provide high quality and comprehensive services that assist families and children to overcome challenges; grow and thrive.

A community-based not-for-profit organisation, we have no religious affiliations, and aim to help all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV has a number of centres located throughout Melbourne and regional Victoria to best offer a wide range of quality professional services within the community.

### POSITION SUMMARY

RAV is funded by both state and federal government departments to provide quality programs to support families who have been affected by family violence. Family Violence counselling and support services in Victoria are part of the State Government's integrated framework of response to family violence and comply with the No To Violence (NTV) and Domestic Violence Victoria (DV Vic) practice guidelines.

Working across our relationship counselling and family violence programs, the position will combine counselling and effective case-management and support to ensure an integrated service delivery response to families affected by family violence. In addition to managing their own case load the Counsellor/Family Safety Practitioner will regularly meet with the FV group facilitators to share family safety information; report client concerns to the Men's Behaviour Change Program (MBCP) facilitation team and undertake follow up action as required.

In the context of our federally funded Specialised Family Violence Services program this will include:

- Offering a whole of family response to the issue of family and domestic violence.
- Working towards the safety of partners/former partners/family members and their children of the men participating in Men's Behaviour Change Programs
- Delivering an integrative and coordinated practice response when engaged with families that are affected by family and domestic violence.
- Offering a range of group work programs that provide a preventative, early intervention and tertiary response to the issue of family and domestic violence.

Such groups include:

- “I Like, like you: Healthy Intimate Relationships Program for Schools” for Primary and High Schools.
- Attune: Parent and Couple program for postnatal parents run in maternal and child health centres.
- Parenting After Violence Programs.
- PARKAS: mother-child group work program.
- Safe Fathering Group: father-child group work program.

RAV is committed to responding to family violence through collaborative practice. When families require multiple RAV interventions a ‘key worker’ function will be initiated with responsibility for all aspects of support.

The Counsellor/Family Safety Practitioner will have expertise in family dynamics and a good understanding of childhood development. They will be able to respond to a diverse range of issues: including trauma; violence and abuse; parenting concerns; stress and anxiety; separation and divorce; and issues affecting blended families.

They will need to maintain a child-focus and work systemically with families. All RAV practitioners need to be guided by good theory and research, able to choose interventions that are most likely to bring about sustained positive change.

Practitioners in RAV operate within a framework of:

- Valuing and measuring client outcomes, client satisfaction and, counselling effectiveness;
- Active responsibility for dealing with family violence within a risk assessment framework pertaining to the safety of women and children;
- Openness and accountability for one’s counselling practice;
- A teamwork approach to service delivery with the necessity of providing support and expertise to team members to enhance each other’s clinical practice and deal with the stresses that accompany the work.

## KEY RESULT AREAS (KRA’S)

Area	Tasks
Professional Counselling and Therapy services	<ul style="list-style-type: none"><li>• Provide ethical and professional counselling/therapy services to individuals, couples and families in order to stabilise and improve their relationships and the long term negative effects of family conflict and abuse. This may include psycho-educational group work and the following:-<ul style="list-style-type: none"><li>○ Delivering the agreed number of sessions at the times negotiated;</li><li>○ Ensuring case load and case mix are following agreed guidelines;</li><li>○ Maintaining accurate records of client attendance, appropriate case notes and necessary forms;</li><li>○ Ensuring that service delivery complies with the appropriate policies and procedures as set out in the Policy and Procedures Manual and legislative requirements such as mandatory reporting, Intervention Orders, Court Orders including Parenting Orders;</li><li>○ Consistently and effectively engaging clients, maintaining good working alliances – with consistently positive evaluations from clients;</li><li>○ Consistent participation in team meetings, session observations, research projects, and practice quality processes as required;</li><li>○ Effective management of an appointments diary</li></ul></li></ul>

Family Violence Case Work and Co-ordination	<ul style="list-style-type: none"> <li>• Collaborate with RAV staff, and Co-ordinator Family Violence to advance the practice of working with families impacted by family violence in a whole of family way.</li> <li>• Conduct telephone assessments, regarding the safety of partners/former partners/family members &amp; children of the men participating in the MBCP.</li> <li>• Handle emergency and crisis situations professionally.</li> <li>• Assist women and their children in creating effective safety plans</li> <li>• Provide information and referrals to ensure women and children's immediate and ongoing safety and psycho-social needs are addressed, making appropriate referrals as required.</li> <li>• Make warm internal referrals to a range of RAV support, therapeutic and group work programs.</li> <li>• Ensure in consultation with the Centre Manager, that service is coordinated and that, where there are multiple RAV interventions occurring with one family, a key worker responsible for all aspects of support is appointed.</li> </ul>
Capability management, development and practice	<ul style="list-style-type: none"> <li>• Receive regular evaluations from clients on their counselling and group work, and use them to improve practice and achieve better outcomes.</li> <li>• Stay contemporary in professional competency and skills through active participation in supervision, professional development, and clinical review.</li> <li>• Maintain up-to-date knowledge of RAV's services and other associated services and relevant legislative changes affecting couple and family relationships and counselling practice.</li> </ul>
Stakeholder management	<ul style="list-style-type: none"> <li>• Maintains respectful, professional and supportive relations with centre staff, work area, colleagues following reasonable instructions and requests given by line-manager, senior clinical staff in accordance with RAV's values, operational and business requirements.</li> <li>• Work effectively with a diverse range of community clients, including CALD, Aboriginal and Torres Strait Islander community, mental health issues, family violence issues and individuals at risk.</li> <li>• Participation in community development and seminars, as appropriate</li> </ul>
Policies, Procedures and Systems	<ul style="list-style-type: none"> <li>• Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required.</li> <li>• Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour.</li> <li>• Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.</li> <li>• Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Perform additional duties from time to time, as required by management.</li> </ul>

## REPORTING

Line Communication:	Centre Manager or Assistant Manager/Senior Clinician
Manages:	Nil
Key internal liaison:	Co-ordinator Family Violence, Senior Counsellors, other counsellors, Family Violence Team members and administration staff
External Liaison:	Clients, external service providers, community leaders, relevant contacts and elders
Note:	Reporting arrangements may change from time to time depending on business requirements.

## FOCUS ON VALUES

At RAV, we believe in –

- Treating everyone with respect
- Behaving with integrity in all our dealings
- Being open and honest in all our communications
- Using our resources responsibly
- Providing high quality services and maintain the highest professional standards
- Encouraging continuous improvement and innovation in the services we provide
- Being adaptable and responsible to change
- Ensuring our service delivery has tangible, positive and enduring outcomes for our clients.

## KEY PERFORMANCE INDICATORS (KPI's)

- Provision of professional, high quality counselling/therapy services to clients
- Efficient processing/completion of client details in CRM and effective record keeping
- Effective participation in supervision (individual and group) and professional practice development
- Effective liaison with other relevant community and service providers
- Effective telephone safety and psychosocial assessments for partner/former partners and children of men in MBCP
- Effective referrals made from telephone assessments to group work and/or other whole of family supports
- Provision of assessment and group facilitation of RAV Family Violence Intervention Program groups as required (with the exception of MBCP)
- Efficient processing/completion of case notes
- Prompt reporting to Centre Manager of safety concerns, serious matters and critical incidents
- Compliance with RAV policies and Procedure
- Awareness of and compliance with funding requirements
- Effective participation in research and evaluation.

## KEY SELECTION CRITERIA (KSC)

### Mandatory KSC:

- Appropriate tertiary qualifications in Family Therapy, Psychology, Social Work, Counselling or related discipline.
- Qualifications and experience as a professional counsellor which includes training in relationship counselling and family violence.
- Demonstrated application of therapeutic modalities relevant to working with individuals, couples and families including an understanding and practical application of relevant legislative regulations.
- Demonstrated ability to assess for family violence and to work with individuals and couples where family violence is present and to use therapeutic interventions and appropriate assessment tools, including family psycho-social assessments and safety plans.
- Training in group facilitation skills and group work experience with parents and children
- Demonstrated understanding of child development and impacts of trauma on children and adults.



- Contemporary knowledge of relevant government policy and research in relation to family violence.
- Cultural awareness and previous experience working with differences in culture, religion, and sexual orientation.
- Ability to prioritise and manage own workload to meet timeframes and job related expectations.
- Ability to work effectively in a team environment.
- Excellent communication and interpersonal skills
- Good problem solving and decision making skills
- Good all-round computer skills and literacy, having used the Microsoft Office suite including Outlook, Word etc.
- Satisfactory completion of a National Police Check, International Police Check (if applicable) and Working with Children check (if required).

#### **Highly Desirable KSC:**

- Completion of Swinburne University Graduate Certificate in Male Change Group Facilitation.
- Knowledge of the processes of Men's Behaviour Change Group work.
- Qualifications and/or demonstrated experience in working with persons of Aboriginal and Torres Strait Islander or other culturally and linguistically diverse backgrounds.
- Eligibility for membership of a professional body (e.g. the APS, AASW, or an appropriate PACFA organisation)

# POSITION DUTIES

*Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. All staff members are required to carry out all duties in accordance with the philosophy and aims of the organisation and to act at all times with integrity and professionalism.*

## SERVICE DELIVERY

- Provide crisis assistance and case management support to women and children affected by domestic and family violence including those residing in the services secure and transitional accommodation.
- Plan, implement and evaluate case management strategies including the development of individual case plans with a focus on safety issues and establishing and sustaining safe independent housing.
- Provide appropriate crisis support, information, referral and advocacy to women contacting the service.
- Participate in an on call roster.
- Provide practical assistance when required to assist with maintaining properties for client use.

## REPORTING AND ADMINISTRATION

- Develop and maintain professional and client resources for use in the organisation.
- Prepare and maintain appropriate accurate and confidential records of client work including case management processes including assessment, case notes, case plans, safety plans and statistical data.
- Undertake administrative tasks relevant to the position and assist in the general administration and operations of the service.

## RELATIONSHIPS

- Establish, maintain and improve links, cooperation, networks and relationships to provide effective services and improve coordination.
- Maintain cooperative internal relationships and actively work towards a healthy, respectful and collaborative workplace environment and culture.

## ORGANISATIONAL

- Positively promote the *Tablelands Womens Support Service* and the Womens Centre Cairns locally.
- Work within the Womens Centre Cairns policies and procedures.
- Actively participate and prepare for regular individual line support and supervision meetings with the Program Coordinator.

- Actively participate in team and service meetings including case coordination, peer support and information sharing.
- Actively participate in professional development activities and attend meetings and undertake projects relevant to the goals and objectives of the Womens Centre.
- Any other duties as reasonably directed by the Program Coordinator, Manager or Management Committee.

## **KEY SELECTION CRITERIA**

### **ESSENTIAL**

- Demonstrated skills in providing client centred case management, and crisis intervention to women and their children experiencing domestic and family violence and/or homelessness.
- Demonstrated understanding of the effects and causes of domestic violence, including knowledge of cultural differences and needs in particular Aboriginal and Torres Strait Islander women.
- Demonstrated understanding of the social and political contexts of homelessness from a social justice, gender and anti-racist perspective and the impacts of this for people who are homeless or at risk of homelessness.
- Demonstrated high level of written and spoken communication and interpersonal skills, including the ability to advocate on behalf of clients, work cooperatively within a team environment, and to liaise with government and non government agencies to provide quality client services.

### **ADDITIONAL FACTORS**

- A tertiary qualification in Social Work, Psychology, Health or Human Services is preferred.
- A Blue Card (authorisation by the Commission for Children & Young People to work with under 18 year olds) is required.
- Willingness to undergo a Police Check is required.
- Current driver's license is required.
- Computer literacy skills including Microsoft Office applications is required.
- The Womens Centre Code of Conduct sets out expectations relating to behaviour and communication. Successful applicants are required to read and comply with the Code of Conduct.
- This position is responsible for creating, maintaining, using, disclosing, duplicating and disposing of information, as well as managing and using communication devices (e.g. email, internet and telephone) and agency resources (e.g. vehicles, mobile phones and computers etc.). Staff must undertake these tasks in accordance with Womens Centre policies and procedures (e.g. record keeping, privacy, security, email and vehicle usage, intellectual property ownership etc.).

## ADDITIONAL INFORMATION

This position is based in Atherton.

Applicants are to submit by email - a brief resume; contact details for 2 referees (one of whom should be your current supervisor); and a maximum 2 page written expression of interest addressing key selection criteria.

Contact Person – Kellie Mills  
Program Coordinator  
Womens Centre Cairns  
4091 5100  
[kellie@wirc.org.au](mailto:kellie@wirc.org.au)

Applications close 5pm Wednesday 6 August 2014

### ***Privacy Notification***

*We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed. Your personal information is kept secure and confidential and managed in accordance with Womens Centre Cairns Privacy Policy and Confidentiality Policy.*

# **WOMENS CENTRE CAIRNS**

## **ORGANISATIONAL INFORMATION**

The Womens Centre is a community based and community managed feminist organisation that provides a range of services to women and their children who are homeless, at risk of homelessness and experiencing domestic and family violence. Our goal is to assist women to obtain safe independent permanent housing free from violence and abuse.

*The Womens Centre Cairns operates a range of programs.*

### **Womens Centre Cairns – Homeless Service**

Funded under the *Homeless Program* this specialist homeless service located in Cairns provides centre based short term centre based case managed support. The support is practical with a focus on rapidly re housing or stabilising housing and crisis assistance for women escaping domestic violence.

### **Womens Centre Cairns – Young Parent**

Funded under the *Homeless Program* this specialist homeless service located in Cairns offers outreach case managed support for women aged under 25 years who are parenting or pregnant. Outreach support offered is intensive and long term with a focus on stabilising housing, addressing safety needs and protecting children.

### **Womens Centre Cairns – Intensive Family Support Program**

Funded under the *Family Support Program* and located in Cairns this program provides intensive outreach case managed support to women with children. Outreach support offered is intensive and long term with a focus on stabilising housing, addressing safety needs and protecting children.

### **Tablelands Womens Support Service - Atherton**

Funded under the *Homeless Program* this specialist homeless service located in Atherton provides short-term crisis accommodation to women and children escaping domestic and family violence and case managed support to establish and maintain safe and secure housing.

### **Tablelands Court Support Service - Atherton**

Funded under the *Court Support Initiative* and located in Atherton this service provides court support to women attending the Atherton and Mareeba Magistrates Courts for domestic and family violence matters.

# ORGANISATIONAL CHART

