



POSITION DESCRIPTION

The implementation of the Integrated Family Violence Services System (IFVSS) is part of the State Government's strategy to reduce the incidence of family violence, the leading contributor to death, disability and illness for women aged 15-44 in Victoria.

The primary aim of the family violence reform is to introduce an integrated service response across community services such as community health, family violence specific services, police and courts that improve the safety of women and children and to hold violent men accountable for their actions.

Since July 2006 women and children affected by family violence in the Western sub-region are supported by a consortium of local agencies including Women's Health West, Western Region Health Centre, Elizabeth Hoffman House and MacKillop Family Services. This integrated multi-agency approach provides a range of support services, counselling and group work programs. Better communication between agencies ensures that women receive an appropriate, gendered response, regardless of the pathway by which they receive assistance.

February 2010

Position:	Children's Support Worker – Interim Service
Employment Period:	Part time On-going position (dependent on continuity of funding)
Exemption:	VC & AT Exemption No. A109/2009 (subject to Equal Opportunity Act 1995)
Reports to:	Coordinator – Crisis Accommodation Services
Responsibility:	To provide best practice services to children and parenting support to the women entering crisis accommodation including case management and exit options.
Internal Relationships:	The incumbent needs to develop strong working links with direct service team members across the Family Violence Program and all staff within WHW
External Relationships:	The incumbent in this position is responsible, with all other members of the team, for establishing and maintaining effective working relationships children and accompanying mothers, service providers and a range of people and groups in the Western Region as per WHW's Strategic Directions.
Remuneration:	The position is part-time at 30.4 hours a week ongoing position (dependent upon recurrent funding). Salary based on Community Development Worker, Class 2A, year to be negotiated to reflect competency level and experience. A three month probationary period will apply as part of the employment offer and contractual agreement. A current Police Clearance and Children's Check is mandatory and must

	be provided soon after acceptance of position for verification. WHW is committed to complying with privacy and confidentiality legislation. All employees are required to sign a Privacy and Confidentiality Agreement as part of the employment offer and contractual agreement.
Located:	High Security Refuge within the Western Metropolitan Region and WHW Footscray Office

Key Objectives:

The incumbent will be responsible for:

- Provision of service support, case management and exit planning for children and accompanying mothers entering the crisis accommodation service;
- Maintaining and further developing in conjunction with the coordinator best practice systems, policies and procedures;
- Working as a members of the team

KEY RESPONSIBILITIES:

KPI 1	DESCRIPTION
PROFESSIONAL SKILLS AND APPLICATION: Appropriate qualifications, experience, demonstrated knowledge and application of the skills required for this position	<ul style="list-style-type: none"> • Completing an age appropriate intake with all children and their parent/caregiver within the first two working days of their arrival. This intake will assess all immediate needs, provide information about the Children's worker role, provide age appropriate information about being in refuge for children and provide direction for on going case work with the child • Developing and implement a program of activities for each child (eg outings, recreation, play, positive experiences). Activities should aim to be individualised to each child's needs, be age appropriate, recognize the different responses to trauma and take into account t a child's language, cultural practices and diet in relation to their particular culture, religion and language background. Protective behaviours activities need to be incorporated • In consultation with the child and the child's mother or caregiver assist children to access education, health, recreation and specialists services whilst in the refuge • To ensure that the children's rights and needs are recognised, respected and that these are adhered to and advocate on behalf of the child when necessary, to encourage and support them to act for themselves where possible • To assist the child's mother or caregiver with information and support in the area of parenting skills • To fulfil requirements and duties in relation to mandatory reporting • To complete an exit activity and exit plan with all children leaving the refuge when possible. This will provide an opportunity for closure, safety planning and the provision of information or referrals to education, health, counselling and other specific support services • To participate in current working roster. • To work towards improving the status of women and children in society and to co-ordinate an awareness and involvement in children's issues at the refuge, with the refuge framework and in the wider community • Case management skills

	<ul style="list-style-type: none"> • Ability to provide reports and other documents relevant to the position's accountability and responsibilities • Conversant in various Microsoft applications
KPI 2	DESCRIPTION
COMMUNICATION WITH STAKEHOLDERS: Excellent communication and interpersonal skills including demonstrated experience in liaison with a wide range of stakeholders	<ul style="list-style-type: none"> • Be prompt and provide courteous service to service users and providers and others in the service system. • Maintain confidentiality on all issues relating to the Organisation, the service users and colleagues; • Act in a professional manner at all times when dealing with internal and external clients, in all aspects of communication and be responsive to enquiries; • Positively promote the organisation both internally and externally; • Treat all stakeholders with respect and equality, whilst being responsive to their need; • Deal with issues of conflict/potential conflict or dispute, pro-actively and with a resolution outcome focussed approach;
KPI 3	DESCRIPTION
TEAMWORK AND COMMUNICATION: Demonstrated ability to participate as an active member of Women's Health West, consistent with the philosophy and policies of the organisation.	<ul style="list-style-type: none"> • Participate in the group development program as required; • Pro-actively facilitate, contribute and participate in team meetings and staff meetings as required; • Assist in the maintenance and review of protocols, policies and procedures in consultation with other staff; • Be aware of, and apply to practice the organisation's strategic vision, values and directions; • Work positively within a team to achieve team and organisational goals; • Work harmoniously with other team members to achieve service delivery excellence; • Contribute to the implementation of the organisational strategic plan; • Contribute to WHW Newsletter articles as required; • Use and apply WHW policies, procedures and standards; • Co-operate with team members, others within WHW and people external to the organisation;
KPI 4	DESCRIPTION
ADMINISTRATION AND DOCUMENTATION: Through the use of organisational procedures ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.	<ul style="list-style-type: none"> • Ensure that all documentation is accurate and completed in a professional and timely manner; • Respond to requests for reports and other written documents; • maintain accurate and up to date case notes and service utilisation records in accordance with the Privacy and Confidentiality Act; • Assist in the upkeep of resource files and databases; • Contribute to the implementation of SAAP SMART electronic data base.
KPI 5	DESCRIPTION
CONTINUOUS IMPROVEMENT: Commitment to ensuring quality services are delivered to stakeholders through continuous improvement	<ul style="list-style-type: none"> • Ensure that client rights and client feedback systems are maintained; • Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation; • Participate in and contribute to quality improvement programs and other facility activities to meet Service / Accreditation Standards;

activities	<ul style="list-style-type: none"> • Participate and contribute in occupational health and safety activities to ensure a safe work environment for service users, community, staff and visitors; • Performance of other duties as required provided such duties are within the range of the employee's skills, competency and training;
KPI 6	DESCRIPTION
PERSONAL AND PROFESSIONAL DEVELOPMENT: Demonstrated experience and understanding of the need for continuation of both personal and professional development.	<ul style="list-style-type: none"> • Continually develop both personally and professionally to meet changing needs; • Attend training sessions provided by the organisation and be actively involved in other training and development as required and negotiated with the Program Manager; • Participate in the Performance Management process as required;

KEY PERFORMANCE INDICATORS:

To completely perform in this position, the person should possess knowledge, skills and experience based upon Six Key Performance Indicators (KPIs)

Regular performance monitoring will be against the K.P.I.'s.

KEY SELECTION CRITERIA:

Essential

- A demonstrated understanding of the issues that can be relevant to working with children and women escaping domestic violence
- A demonstrated understanding of the specific needs of immigrant and refugee children and women and those who have English as their second language, when escaping family violence
- Tertiary qualifications in the social /welfare/youth work fields are highly desirable as well as experience in working within a residential setting.
- An understanding of the normal developmental stages of children (0 – 18 years)
- A demonstrated ability to recognize ways that family violence and escaping family violence can impact on children of all ages
- A demonstrated ability to use a range of tools and activities that develop rapport with children, facilitate positive experiences and/or address specific issues such as trauma and low self esteem.
- Ability to effectively case manage with children in a way that empowers children, and respects knowledge and acknowledges the role of mother or caregiver
- A demonstrated knowledge of the relevant services and resources available to children who have experienced family violence
- An awareness of legal procedures, court advocacy, mandatory reporting and the child protection system
- A demonstrated high level competency and commitment to working as a team member toward continual improvement of service delivery
- Excellent communication and negotiation skills
- An ability to provide reports and other documents relevant to the position's accountability and responsibilities

- Conversant in various Microsoft applications

Desirable

- General understanding and/or knowledge of the Western suburbs
- Knowledge of local services
- Experience in group work development and delivery
- Proficiency in language(s) other than English

PERFORMANCE MONITORING**For Continuing Employment Position:**

An initial review of performance will be undertaken within **three months** of commencement, as per WHW's probation policy and then formally every twelve months using the six Key Performance Indicators (K.P.I.'s).

For Fixed Term Position:

Appropriate arrangements for performance monitoring will be determined, based on the duration and scope of the position.

REVIEW OF POSITION DESCRIPTION:

This position description will be reviewed annually as part of performance management, when the position description becomes vacant or as deemed as necessary.

FURTHER INFORMATION:

If you have specific queries about this position, please contact the Manager, Family Violence Services, Women's Health West on 9689 9588.

Written application addressing the selection criteria, marked 'Confidential', and with three nominated professional referees including current line manager and at least one previous line manager:

Written Applications to:
Manager,
Family Violence Services,
Women's Health West
317-319 Barkly Street, Footscray 3011

E-mail address: Jacky@whwest.org.au

Closing Date: Friday 12 March 2010