



## POSITION DESCRIPTION DECEMBER 2009

<b>Position:</b>	Family Violence Coordinator/ Practitioner –FV Counselling Service
<b>Employment Period:</b>	Part Time 30 hours per week, two year contract (possibility of extension dependent upon recurrent funding)
<b>Exemption:</b>	VC & AT Exemption No. A109/2009 (Under Equal Opportunity Act 1995)
<b>Reports to:</b>	Manager – Family Violence Services
<b>Responsibility:</b>	To provide coordination and supervisory support to a small team of children's counsellors. To provide specialist counselling to women and children who are primary victims of family violence from the Western Region, as part of an inter-agency Victims Assistance and Counselling Program (VACP) and women's contact service on behalf of local men's behavioural change program.
<b>Internal Relationships:</b>	This person needs to develop strong working links with all staff within WHW and in particular, the Family Violence Services and be part of the family violence services management team.
<b>External Relationships:</b>	The person in this position will be responsible, with their team, for establishing and maintaining effective working relationships with service users and a wide range of other service providers and stakeholders and for initiating further collaborations and partnerships in line with strategic priorities and directions. In particular, this position will form close working relationships with the Western Region Health Centre, as part of the VACP service network and integrated family violence service response. And Lifeworks, as part of the Men's Behavioural Change Program providing partner (women) contact component of the service including up to 3 free counselling sessions for partners (women). of the men attending the program.
<b>Remuneration:</b>	The position is part time, 30.hours per week for two years with a possibility of extension dependent on the continuation of recurrent funding. Above award salary \$55,000 per year (pro rata), plus salary packaging in accordance with WHW policy. A three month probationary period will apply as part of the employment offer and contractual agreement. A current Police Clearance to be provided before commencement is mandatory as well as consent agreement for a Working with Children Check. WHW is committed to complying with privacy and confidentiality legislation and employees are required to sign a Privacy and Confidentiality Agreement as part of the employment and contractual agreement.
<b>Located:</b>	Women's Health West, 317-319 Barkly Street, Footscray, 3011 The counselling service will be provided from a range of sites to be determined according to need.

### POSITION OBJECTIVE:

The WHW FV Counsellor/Coordinator position is part of the Western Sub Region Integrated Family Violence response and Victims Assistance and Counselling Program (VACP) partnership collaboration with the Western Region Health Centre (WRHC).

This position focuses on family violence counselling for women and children from the western region, to be delivered at a range of sites for accessibility to the target group. The targeted service users will be primary victims as a result of a violent crime (or related victims of homicide) which has been reported to the police or as part of the Lifeworks men's behavioural change program. In addition, the counsellor will take on coordinator responsibilities and supervise two children's counsellors under the integrated family violence service response.

The WHW Coordinator/ Practitioner will work collaboratively with partners to develop, deliver and review the counselling service within an integrated model for the region.

Consistent with WHW strategic directions, this service will also be integrated within the organisation's specialist family violence services and will be equitably delivered for access to culturally and linguistically diverse communities and other disadvantaged groups of women and children.

## KEY RESPONSIBILITIES:

KPI 1	DESCRIPTION
<p><b>PROFESSIONAL SKILLS AND APPLICATION:</b> Appropriate qualifications, experience, demonstrated knowledge and application of the skills required for this position</p>	<p><b>VACP – counselling</b></p> <ul style="list-style-type: none"> <li>• Work independently in the provision of individual counselling services with women and/or children who have been victims of crime;</li> <li>• Liaison with the WHW family violence specialist services for referral, consultation and case review as appropriate;</li> <li>• Liaison with WRHC VACP coordinator, case managers and counsellors for referral and program data collection requirements;</li> <li>• Provision of VOCAT reports for counselling service users of the program;</li> </ul> <p><b>Partner Contact Men’s Behavioural Change Program</b></p> <ul style="list-style-type: none"> <li>• Provide partner contact to current and ex partners of men attending men’s behavioural change program MBCP</li> <li>• Provide telephone support, undertake FV risk assessment and safety planning</li> <li>• Provide up to 3 individual counselling to partners</li> <li>• Facilitate partner evening alongside men’s behavioural change program</li> <li>• Liaise with men’s program facilitators to share information and to discuss any safety concerns.</li> <li>• This service component is provided across different sites and some work occurs outside business ours.</li> <li>• Attend supervision sessions with</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Participation in group work and other innovative service responses;</li> <li>• Maintain co-ordinated service practices consistent with WHW practice standards;</li> </ul> <p><b>Staff Management and Support</b></p> <ul style="list-style-type: none"> <li>• Support, consult and supervise counselling service staff on all aspects of their role in accordance with established practice standards and provide regular individual staff supervision;</li> <li>• Provide staff with case work support and debriefing as required and participate in the ongoing development of the direct service team;</li> <li>• Pro-actively address issues of competence and promote good practice and initiative of others in the team;</li> <li>• Coordinate and prioritise the individual training /networking needs of direct service staff and encourage peer support systems to operate effectively;</li> <li>• Maintain responsibility for the effective development, implementation and evaluation of the staff development program;</li> <li>• Implement WHW’s performance management system and report accordingly;</li> <li>• Participate in selection and recruitment of Family Violence Services staff;</li> </ul>

KPI 2	DESCRIPTION
<p><b>COMMUNICATION WITH STAKEHOLDERS:</b> Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of stakeholders</p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Act in a professional manner at all times when dealing with service users and other stakeholders.</li> <li>• Positively promote the organisation both internally and externally.</li> <li>• Be prompt and provide courteous service to service users, colleagues and the broader community.</li> <li>• Maintain confidentiality on all issues relating to the Organisation, the service users and colleagues.</li> <li>• Treat all stakeholders with respect and equality, whilst being responsive to their needs.</li> </ul>
KPI 3	DESCRIPTION
<p><b>TEAMWORK AND COMMUNICATION:</b> Demonstrated ability to participate as an active member of Women's Health West, consistent with the philosophy and policies of the organisation.</p>	<p><b>Teamwork and Accountability</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with the organisation's management group and other administrative staff.</li> <li>• Participate in innovative practice initiatives such as group work with other teams/organisations where appropriate;</li> <li>• Be aware of, and apply to practice the organisation's strategic vision, values and directions;</li> <li>• Contribute to a culture of collective learning and work harmoniously with other team members to achieve service delivery excellence;</li> <li>• Work positively to achieve team and organisational goals collectively;</li> <li>• Contribute to the implementation of the organisational strategic plan;</li> </ul>

KPI 4	DESCRIPTION
<p><b>ADMINISTRATION AND DOCUMENTATION:</b> Through the use of organisational procedures ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</p>	<ul style="list-style-type: none"> <li>• Ensure that program reporting and accountability requirements and collection of data are adequately maintained;</li> <li>• Ensure that case notes and other client information is adequately maintained according to service standards and practice, respecting privacy and confidentiality;</li> <li>• Ensure that all documentation is accurate and completed in a professional and timely manner;</li> <li>• Respond to requests for reports and other written documents;</li> <li>• Assist in the upkeep of resource files and databases;</li> </ul>
KPI 5	DESCRIPTION
<p><b>CONTINUOUS IMPROVEMENT:</b> Commitment to ensuring quality services are delivered to stakeholders through continuous improvement activities</p>	<ul style="list-style-type: none"> <li>• Implement and use opportunities for continuous quality improvements in all aspects of the position as per strategic plan and program and funding guidelines;</li> <li>• Participate in and contribute to quality improvement programs to meet service / accreditation standards;</li> <li>• Participate in the review and evaluation of the program as required;</li> <li>• Participate and contribute to occupational health and safety activities to ensure a safe work environment for service users, community, staff and visitors;</li> <li>• Performance of other duties as required, provided such duties are within the range of the employee's skills, competency and training;</li> </ul>

KPI 6	DESCRIPTION
<p><b>PERSONAL AND PROFESSIONAL DEVELOPMENT:</b>            Demonstrated experience and understanding of the need for continuation of both personal and professional development.</p>	<ul style="list-style-type: none"> <li>Continually develop both personally and professionally to meet changing needs;</li> <li>Use training and development opportunities provided by the organisation and be actively involved in other development as required;</li> <li>Actively participate in the Performance Management process as required;</li> </ul>

## 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

- Relevant tertiary qualifications in Psychology and registered with the Psychologist Registration Board of Victoria and/or Social Work qualifications and eligible for AASW membership;
- Demonstrated leadership skills including clinical and direct line supervision
- Extensive experience in counselling clients with trauma related issues;
- Demonstrated experience in report writing for courts;
- Demonstrated understanding of issues for women and children experiencing family violence and its impacts;
- Effective interpersonal, verbal and written communication skills;
- Demonstrated organisational, time management and self management skills;
- Experience in working with culturally and linguistically diverse women;
- Capacity to work collaboratively with others as an effective team member;
- Experience in working in community organisation settings;
- Proficiency in IT systems and software use, including Microsoft Word, Excel, Outlook and data systems;

### Desirable

- Specialist trauma training;
- An understanding of the criminal justice system;
- Knowledge of the women's health and domestic violence sector;
- Experience or ability to plan, implement and evaluate group work programs or other counselling methods;
- A relevant community language;
- Knowledge and understanding of the western region;

Position Description Approved \_\_\_\_\_  
 Chief Executive Officer

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

## PERFORMANCE MONITORING

### Fixed Term Position:

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

### 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).

## **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 necessary.

## **FURTHER INFORMATION:**

For specific queries about this position, contact Jacky Tucker, Manager Family Violence Services, Women's Health West on 9689 9588.

Written applications marked 'Confidential' with three nominated referees (including current line manager) to:

Jacky Tucker  
Manager Family Violence Services,  
Women's Health West,  
317-319 Barkly Street, Footscray, 3011

Closing Date: Friday 12 March 2010

Email Address: [jacky@whwest.org.au](mailto:jacky@whwest.org.au)