



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.

From 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.

January 2010

Position:	Family Violence Refuge Worker – Crisis Accommodation Services.
Employment Period:	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 women and children entering crisis accommodation within a case management framework. Staff work with individuals and families, who reside short term either at the refuge site, crisis accommodation or THM dispersed properties throughout the North/West Metropolitan Region.
Internal Relationships:	The incumbent needs to develop strong working links with direct service team members across the Family Violence Service 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 with women service users and their children, 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 . 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 North/West Metropolitan Region and WHW Footscray Office

Key Objectives:

The incumbent will be responsible for:

- Provision of service support, SAAP model of case management and exit planning for women and children entering the crisis accommodation service;
- Maintaining 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"> • Work in accordance with Department of Human Services SAAP Policy, Occupational Health & Safety Standards, other formal requirements and policies and procedures of WHW/FV Services • Coordinate all aspects of case management from initial contact to case plan, completion and service exit. • Develop and monitor appropriate client case plans ensuring that participants are actively engaged in the planning and decision making process. • Undertake administrative tasks that assist in the day to day operation of the service. • Provide ongoing support, advocacy, information and referral to program clients • Liaise / coordinate with other service providers regarding co case management, case conferencing and professional meetings • Treat the client with respect, dignity and sensitivity enabling them through support to identify their own needs and priorities • Support women and their children who are experiencing family violence within a structural theoretical and therapeutic feminist framework. • Provide assistance to women and their children in accessing the housing sector (public/private housing, segmented waiting, crisis accommodation, Transitional Housing and women's refuges). • Participate on Intake roster and back-up roster as required. • Ability to advocate on behalf of service users to ensure access to relevant services related to family violence support services: including health, income security, drug and alcohol, psychiatric, legal and CALD, disability and accommodation issues. • Ability to update knowledge of internal procedures through reading and familiarisation with the procedure manuals, communication service systems on a regular basis. • Awareness of the rights of accompanying children – a familiarity with the internal policy and the Children in SAAP guidelines for the safety and well

	<p>being of children.</p> <ul style="list-style-type: none"> • Knowledge of service user grievance procedures – Homelessness Advocacy Service and homelessness Assistance Service Standards (HASS), DV Vic Code of Practice and internal agency policies and processes. • Knowledge of the Family Law and Crimes (Family Violence) Act 1989 • Recognise child protection issues and raise concerns with direct service coordinator for decisions on notification to DHS. • Knowledge of cultural issues which impact upon communication and skills in cross-cultural communication. • Participate in support and supervision meetings, team meetings, and any other meeting(s) relevant to position • Participate in current working roster, this includes intake roster. • Any other duties as directed by the Coordinator – Crisis Accommodation Services that are reasonable, in accordance with organisational framework, that meets with occupational health and safety standards that are necessary for the general operations of Crisis Accommodation Service
KPI 2	DESCRIPTION
<p>COMMUNICATION WITH STAKEHOLDERS: Excellent communication and interpersonal skills including demonstrated experience in liaison with a wide range of stakeholders</p>	<ul style="list-style-type: none"> • Be prompt and provide courteous service to service users 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
<p>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.</p>	<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
<p>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.</p>	<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; • Maintenance of 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. • Contribute to and assist with the administrative and financial processes that supports the ongoing operation of the service.
KPI 5	DESCRIPTION
<p>CONTINUOUS IMPROVEMENT: Commitment to ensuring quality services are delivered to stakeholders through continuous improvement activities</p>	<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; • 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
<p>PERSONAL AND PROFESSIONAL DEVELOPMENT: Demonstrated experience and understanding of the need for continuation of both personal and professional development.</p>	<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 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:

- Experience and aptitude to provide a high quality crisis intervention, SAAP case-managed support and advocacy to a diverse range of women and children
- A demonstrated knowledge and understanding of working with women and children in crisis including legal issues and court advocacy management
- 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.
- Demonstrated commitment to integrated service delivery, ability to work in a team with flexibility and adaptability
- Capacity to effectively manage workload including goal and priority setting
- A working knowledge of government, community sector and private sector housing programs to meet client needs
- Excellent communication and negotiation skills
- An understanding of mandatory reporting and evaluation
- Ability to provide reports and other documents relevant to the position's accountability and responsibilities
- Demonstrated computer literacy and attention to administrative and accuracy to detail
- A current Victorian driver's license is essential

Desirable

- General understanding and/or knowledge of the Western suburbs
- Knowledge of local services
- 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).

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 Coordinator, Crisis Accommodation Service, 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: sophie@whwest.org.au

Closing Date: Friday 26 March 2010