

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title:	Domestic and Family Violence Senior Practitioner
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Services Employee
Level:	Level 5
Program:	Intensive Family Support
Reports to:	Program Manager
Position purpose:	<p>Provide specialist advice, leadership, coordination and training in the area of Domestic and Family Violence (D&FV) to the Intensive Family Support (IFS) team and their clients. The position also seeks to support organisational best practice in responses to D&FV.</p> <p>Work towards Intensive Family Support program objectives that include enabling vulnerable children, young people and their families to make sustainable increases in safety, wellbeing and belonging and to minimise or prevent a family from entering or re-entering the statutory child protection system.</p> <p>The position recognises the high level of risk and complexity inherent in supporting families experiencing D&FV, as outlined in the Domestic and Family Violence Services Practice Principles, Standards and Guidelines (QLD Government, July 2020). A range of specialist skills are required to lead and enable services to provide support to families experiencing the impact of D&FV, as well as the need to coordinate service responses.</p>

Position requirements

<p>Key Result Area 1</p>	<p>Child and Youth Safe Practice</p>
<p>Key tasks</p> <ul style="list-style-type: none"> • Demonstrate knowledge of the National Principles for Child Safe Organisations. • Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role. • Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services. 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • A child and youth safe service environment is supported in accordance with the National Principles for Child Safe Organisation. • Sound application of policy to child and youth safe practice is demonstrated. • Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.
<p>Key Result Area 2</p>	<p>Client Support</p>
<p>Key tasks</p> <ul style="list-style-type: none"> • Respond to selective referrals from the Program Manager in line with Intensive Family Support policies and processes to build safety, wellbeing and belonging for families accessing the service. • Embrace a framework of practice that is strengths-based, client-centred and family focused. • Be alert to changing dynamics in the family home and respond in accordance with service guidelines to any safety issues for children, young people and their families. • Engage families in their homes and at other suitable locations to actively and proactively overcome barriers to engagement. • Collaborate with families to co-create a transparent and actionable Case Plan. • Where needed conduct brief therapeutic interventions in the client's home that support change and referral to other specialised or long-term support agencies. 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • The safety, wellbeing and belonging of service users is enhanced in a professional, appropriate and ethical manner. • The confidentiality of children, families and young people is respected and where information is shared it is done in accordance with legislated provisions. • Children, young people and their families are enabled to create their own case plan and their achievements are celebrated. • Emerging client needs and emergencies are responded to proactively, reported correctly and communicated to a line manager and case team. • A written Case Plan is developed with the family. • Clear and regular communication occurs with stakeholders to enable coordination of activities around the family. • Case notes and financial records are accurate, concise are recorded in accordance with local procedures. • Participation in personal and group reflective practice processes to enable an environment of continual learning.

Key Result Area 3	Leadership and support in IFS services
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Enable and support best practice in the case management of D&FV across the IFS team through a variety of strategies. • In partnership with Senior Practitioners, enable practitioners to identify and assess risk in relation to D&FV using appropriate evidence-based tools. • Supervise Intensive Family Support (IFS) practitioners, in consultation with their Senior Practitioner, to manage the workflow of families experiencing moderate to high risk D&FV. • Enable practitioners to develop meaningful case plan goals relating to Domestic and Family violence with their families. • Support practitioners at all levels to act in accordance with the information sharing provision of the <i>Domestic and Family Violence Protection Act 2012</i> and other relevant legislation. • Ensure that the Program Manager is aware of families experiencing high risk D&FV situations and enable sufficient briefing on effective case management processes and safety planning. • Where it is safe to do so, support IFS Practitioners to engage with the offending parent to examine and change their behaviours. • Where helpful, partner with IFS Practitioners to conduct home visits and work directly with families. • Where required, work alongside the Cultural Specialist to develop culturally sensitive and supportive intervention for Aboriginal and Torres Strait Islander families experiencing D&FV. • Participate in reflective practice processes aimed at supporting and improving responses to D&FV across services. 	<ul style="list-style-type: none"> • IFS staff are able to access timely specialist support at critical points in the case plan process and during points of escalation in violence or control. • The ability of the team to respond to D&FV continuously improves and adapts to system changes over time. • IFS staff are enabled to learn about local services providing responses for families experiencing D&FV. • Active participation in stakeholder meetings and local networks promoting coordination of D&FV responses. • Support staff supervision to build skills in the case management of D&FV situations. • Risk assessments are conducted, and safety plans developed to ensure families and workers are safe. • Information shared by the agency is consistent with Domestic and Family Violence Protection Act 2012 where relevant. • Maintain a register of medium to high risk families to support workflow management and basic reporting. • Where needed, D&FV screening is undertaken using appropriate standardised tools. • Team knowledge and understanding of Domestic and Family Violence is improved. • Aboriginal and Torres Strait Islander families feel safe to access our service and their cultural needs are recognised. • Support staff supervision to build skills in the case management of D&FV situations. • Perpetrating parents profiling reports are readily available on the ARC system.

Key Result Area 4	Supporting stakeholder coordination and organisational practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop and maintain relationships with key D&FV organisations as well as other government and community agencies to facilitate high quality support for families accessing IFS. • Participate in D&FV integration and coordination meetings and other network meetings to support service provision to IFS families. • Provide training support to Mission IFS services and other Mission Services in Queensland if needed. 	<ul style="list-style-type: none"> • Mission IFS service contributes positively to regional collectives and partnerships aimed at improving service provision to families experiencing D&FV. • The IFS service is briefed on systems and process changes in the D&FV sector. • D&FV training is provided to the IFS team and other services in Mission Australia in SE QLD where needed.

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

Work Health and Safety

Everyone is responsible for safety and must:

- Maintain a safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and values

- Actively support Mission Australia's [purpose and values](#)
- Positively and constructively represent our organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Relevant tertiary qualifications in Social Work, Social Sciences, Psychology or another related field.
- Experience and skills in understanding and responding to gender-based violence, using appropriate trauma informed practice with clients, risk assessment, safety planning, crisis response and advocacy on behalf of the client and their family.
- Functional awareness of the *Domestic and Family Violence Prevention Act, 2012* and the Domestic and Family Violence Services Practice Principles, Standards and Guidelines (QLD Government, July 2020) and the *Child Protection Act, 1999*.
- The ability to provide expert advice to a team of IFS Senior Practitioners and IFS Practitioners working within a matrix team structure.
- Previous experience and ability to deliver culturally appropriate services to Aboriginal and Torres Strait Islander families.
- Ability to engage with both survivors and perpetrators of D&FV.
- Strong listening and engagement skills including the ability to build and maintain relationships with clients and other internal and external stakeholders.
- Strong organisational skills and the ability to prioritise and manage time effectively.
- Demonstrated ability to produce written case notes and reports that are clear, structured, and evidence sound theoretical understanding.
- Skills in developing community links to support client needs, advocacy and referrals.
- Demonstrated professional approach to the role including maintaining professional boundaries and confidentiality.
- A sound level of computer literacy including proficiency in Microsoft Office packages and client case management systems.
- A positive team player who looks for ways to improve current work practices and processes.

Key challenges of the role

- Engaging and working effectively with families who may have a current presentation or a historical narrative of D&FV in a safe and supportive manner. This would include being present in the family home, when appropriate.
- This role may at times be required to operate outside normal office hours (at night, on weekends and public holidays). The role incumbent will be required to participate in an on-call roster.

Compliance checks required

- Working with Children
- National Police Check
- Vulnerable People Check
- Driver's Licence
- Other (prescribe)

Approval David Free, Area Manager

29 March 2021

Manager name

Approval date