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### About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 1700+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

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### Family Violence

We provide and partner to deliver a range of protection and recovery services addressing both adult family violence and adolescent family violence, with a primary focus on the safety of women and children. Whenever issues of violence or abuse arise in families, the first step is to ensure that every family member is safe and protected from harm. Once that is achieved, counsellors and support workers can educate and equip families with new skills to help them move forward in a positive way. Family Violence services include office based, outreach, in-home, tailored, group work and a holistic approach for the whole family that aims to achieve better outcomes for families, in promoting the best interests of children. Individual and family work is complemented by group work where appropriate, and strategies to both engage families with their communities, as well as for communities to be more responsive to the needs of children and their families.

We also work with persons using family violence, with a focus on holding them accountable for their behaviour, keeping them visible and linking them to support services to support and foster change. We strive to provide an integrated service; the programs work in partnership with a range of other internal and external key stakeholders and programs. Our services are accessible, safe, and welcoming to people, providing quick and simple access to the support and safety they need.

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### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Family Violence
Program:	TRAK Forward, A Better Way, Family Safety Contact, Dolphin Mother Child Counselling, Women's Family Violence Counselling, Growing Connections Group Work etc.
Reports To:	Team Leader
Direct Reports:	N/A
Internal Stakeholders:	Employees, Managers & Executive
External Stakeholders:	Partner Organisations, Contractors, Government, Community Groups, Clients
Classification:	SCHADS Level 6

## About You (Key Selection Criteria)

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### Qualifications/Licences

Required:

- A relevant tertiary degree in Social Work, Psychology, and/or related behavioural sciences at with substantial experience, post graduate qualification or associate diploma with substantial experience, attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.
  - *Based on specific Program requirements qualifications may need to align with the Mandatory Minimum Qualification Requirements for Specialist Family Violence Workers (Recommendation 209) or you are committed to working towards obtaining the required qualifications. Where this is a requirement, it will be clearly stated in the recruitment advertisement for the role.*

Desirable:

- Full Victorian Drivers Licence

### Knowledge and skills

- Ability to prioritise the safety of victim survivors and children using a gendered understanding of family violence and an understanding of child and family vulnerability.
- Resilience to work with and support clients who have been exposed to trauma.
- Significant experience in working in a therapeutic, counselling or group work context with women, adolescents and children who are experiencing or recovering from family violence.
- Significant experience in providing an initial contact point for people seeking support and a source of information and advice with a focus on intake, assessment, risk assessment, engagement, and provision of an initial response.
- Significant experience in therapeutic, group work and or case management in respect to delivering Family Violence services and support.
- Deep understanding of the effects of family violence and trauma on women and children and an understanding of contemporary responses to these issues.
- Well-developed knowledge and understanding of the gendered nature of violence against women and children and relevant theories and frameworks to understand and respond to this including but not exclusively feminist theory and *Practice Guidelines: Women and children's family violence counselling and support programs*.
- Understanding and application of the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS), information security and privacy policies and requirements.
- Clear understanding of the referral services across Family Violence and Community Supports to assist families.
- Ability to provide advice to less experienced employees and/or supervise students on placement.
- Highly developed communications skills and an ability to work collaboratively with internal and external stakeholders
- Well-developed knowledge and skills in respect to MARAM.
- Ability to follow legislative and policy guidelines, seeking information from multiple sources to inform assessment of risk and planning.

### Personal Qualities

- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness, and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

- **Initiative and responsibility:** identify and share ideas for improvement with the team to increase effectiveness of how we work collectively and individually and take responsibility for own work and actions.
- **Self-Development:** the desire to continually develop, inquire and learn through on the job experiences, exposure through participating in events, mentoring and education.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenge.

### **Your Contribution (responsibilities)**

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The key contributions in the role are outlined below:

#### **Role specific**

- Support the recovery of adult, adolescent and child victim survivors who have experienced family violence by delivering specialist, client-centred counselling and therapeutic services, including case management and/or group work.
- Work within the Safe and Together principles and model including holding the person using violence accountable through advocacy.
- Undertake referral screening and intake assessments including undertake risk assessments and safety planning with adult, adolescents and children who have experienced family violence using the MARAM framework.
- Undertake comprehensive assessment of adult, adolescents, child and families, which includes family violence, trauma informed, child development and systemic perspectives.
- Deliver services that are in accordance with program requirements, including case recording, targets, statistics, and data collection.
- Provide secondary consultation to a range of professionals in their work with adult, adolescent and child victim survivors.
- Provide community education to increase understanding of family violence.
- Acquire new techniques and strategies that add to the service's repertoire of knowledge and skills and participate in the ongoing development of the service model.
- Provide regular, individual parenting after violence support and psychoeducation to the parents of children/adolescents recovering from family violence.
- Deliver a culturally safe and healing family-focused approach, working closely with agencies or organisations that are appropriate to the client i.e. Aboriginal agencies, CALD groups, disability services, LGBTIQ+ services etc. .
- Provide mentoring and support to less experienced employees and support student placements.
- Provide support to the team to ensure the effective resolution of stakeholder issues.
- Carry a level of responsibility in decision making to ensure the team effectively identify, assess, and prioritise risk and needs of women and children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team, including consultations with Team Leaders and Practice Leaders where required.
- Assist the team leader with the program development and ensure compliance with Government or departmental Standards this includes continuous improvement strategies, program planning, adherence to the Quality Assurance Strategy, program evaluation, client outcomes measurement and program review.
- Providing day to day support to the Team Leader in supporting the effective delivery of services, including managing escalated issues from clients or key stakeholders, assigning, and reviewing workloads, supporting capability development for the team, supporting governance requirements including audits and following up on operational issues delegated by the Team Leader.
- Act up opportunities for the Team Leader as agreed.

- Proactively engaging with other service providers and agencies in order to promote integration of the service in the community and also to enable the development of best practice in the field.
- Drafting and undertake evaluation on service in consultation with the Team Leader or Program Manager, utilising data available, client or carer stories and environmental themes/issues impacting or contributing to services or client's presentation for services.

### **General**

- Ensure familiarity and compliance with all governance, policies and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops and conferences, as required.
- Ensure privacy and confidentiality is upheld at all times.
- Professionally represent AV and our services at forums, meetings and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and utilise new ways of working to enhance collaboration, effectiveness and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

### **Our Commitment to Health, Safety & Wellbeing**

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AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV employees, contractors and volunteers are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities, including consultation
- follow all workplace health and safety policies and procedures implemented
- report all situations that may adversely impact workplace health and safety
- participate in relevant health and safety training and inductions based on roles and responsibilities.

### **Our Commitment to Inclusion**

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AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:

- Aboriginal and Torres Strait Islander
- LGBTIQ+
- people with disabilities
- people from diverse cultural and linguistic backgrounds
- people of all ages
- people with caring responsibilities
- people with diverse religious beliefs or affiliations.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager
- participate and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- raise concerns and or complaints in a constructive manner, including identifying possible solutions.

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### **Our Commitment to Child Safety**

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AV is committed to protecting children and young people from all forms of harm and abuse.

As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

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### **Employment Screening and Required Certificates**

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Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check,
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months within the last ten years,
- a Current Employee Working with Children Check,
- in line with Anglicare Victoria's Covid 19 Vaccination Policy all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time in line with Anglicare Victoria Policy or as directed by Chief Health Officer.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.