

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Family Violence Liaison Officer
Position Number:	524723
Classification:	Allied Health Professional Level 3
Award/Agreement:	Allied Health Professionals Public Sector Unions Wages Agreement
Group/Section:	Community, Mental Health and Wellbeing Family Violence Counselling and Support Services
Position Type:	Permanent, Full Time
Location:	South
Reports to:	Team Leader - Family Violence Counselling and Support Service
Effective Date:	October 2019
Check Type:	Schedule I
Check Frequency:	Pre-employment
Essential Requirements:	<p>Satisfactory completion of an approved allied health professional tertiary qualification/program of study and registered with the relevant National Board or in the case of self-regulated allied health professions with either full membership or eligible for membership with the relevant professional association</p> <p>Current Working with Children Registration</p> <p><i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
Desirable Requirements:	Current Driver's Licence

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Background:

The Family Violence Counselling and Support Service (FVCSS) offers a specialised response to assist young people, children and adults affected by family violence. This service is part of the Safe at Home strategy, with a strong focus on the safety and well-being of Tasmanian families. FVCSS supports victims affected by family violence or anyone seeking information about someone affected by family violence.

The Strong Families, Safe Kids (SFSK) Advice and Referral Line is a contact point for people seeking assistance if they have concerns about a child and their family. The service provides information and advice about service options and other approaches for responding to the needs of children and families. When a child and their family need assistance the service may provide this through referral to another service or, in some circumstances if a child is considered to be at risk, the service may refer the matter to the Child Safety Service for assessment.

Primary Purpose:

The Family Violence Liaison Officer (FVLO) will:

- Act as a day-to-day liaison point between the FVCSS and the SFSK Advice and Referral Line to facilitate support for children and families who have been identified as being at risk via the Safe At Home initiative.
- Provide advice and support, as needed, to staff within the SFSK Advice and Referral Line who are involved/participate in the regional Integrated Case Coordination.
- Assist staff within the SFSK Advice and Referral Line to identify the best service response to support families experiencing family violence. This may include assistance, referrals, direct case liaison and support and intervention for cases with high complexity.
- Have a key role in the education, training and mentoring of staff within the SFSK Advice and Referral Line in relation to family violence matters, including the broader Family Violence service sector (government and community), exercising contemporary knowledge of the service systems for both victims and offenders.

Duties:

1. Support and assist with the daily triage of family violence referrals through Safe At Home with the SFSK Advice and Referral Line.
2. Develop and maintain relationships with, and act as a conduit between, FVCSS statewide and the SFSK Advice and Referral Line, utilising local knowledge to ensure the best assistance can be provided to affected children and their families.
3. Assist with and support professional learning for staff of the SFSK Advice and Referral Line in relation to working within a family violence framework by supporting assessments of child safety and wellbeing.
4. Actively participate in the SFSK Advice and Referral Line Weekly Case Review meetings, including discussions about high-level family violence matters and recommendations about case direction.
5. Act as a point of contact for SFSK Advice and Referral Line and Community Liaison staff for consultation about family support referrals relating to family violence, with the potential for some direct consultation to support providers who are working with families affected by family violence.
6. Identify opportunities to improve work practices in relation to family violence within the SFSK Advice and Referral Line and service partners, including training and education.
7. Provide direct liaison between the SFSK Advice and Referral Line, the FVCSS Adult Program and the Children and Young Persons' Program, including providing reciprocal information sharing functions and responsibilities.

8. Maintain connections with the wider FVCSS team through relevant statewide team meetings.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

The Family Violence Liaison Officer is required to work largely autonomously and assume day-to-day responsibility for determining the direction of their work. Line management of the role rests with the Team Leader and general professional guidance is provided by the Manager - Statewide Children's Advice and Referral Service.

The incumbent is expected to maintain a high level of knowledge and expertise in relation to developments in policy, training and clinical practice relating to child safety, wellbeing and family violence.

The incumbent is responsible for:

- The provision of a high standard of consultation and information, using professional skills and standards and with due regard for confidentiality.
- Exercising professional judgement in a timely and appropriate manner in line with practice standards and Agency protocols.
- Operating within set legislation, delegations, guidelines and timeframes.
- Exercising reasonable care in the performance of duties consistent with the relevant Work Health and Safety legislation.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

- I. Conviction checks in the following areas:
 - a. crimes of violence

- b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
 3. Disciplinary action in previous employment check.

Selection Criteria:

1. Comprehensive knowledge of family violence, with demonstrated knowledge and/or experience in the clinical and/or therapeutic management of clients (adults and children) with complex care needs, including the ability to liaise effectively with family members and other service providers.
2. Highly developed self-management skills, including the ability to plan, organise and prioritise workloads, whilst demonstrating adaptability, flexibility and commitment to a team-based approach in an environment subject to work pressure and change.
3. Demonstrated skills and experience in working with children and families at risk, including the ability to provide advice on complex and critical cases and assessment of risk to adult and child victims, and to inform safety planning.
4. Highly developed interpersonal, advocacy and negotiation skills, as well as well-developed oral and written communication skills, with the demonstrated capacity to work effectively within multidisciplinary teams and to form and facilitate collaborative relationships.
5. Demonstrated understanding of the social, emotional and health needs of children at risk of abuse and/or neglect, including understanding the impacts on children exposed to family violence.
6. Demonstrated high level knowledge of service responses and interventions that can provide positive outcomes and increase and build safety for clients experiencing family and domestic violence.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).