

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</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."</i> (1 John 3:18)</p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

## Position Details:

Position Title:	Family and Domestic Violence Liaison Officer (CSE Level 4)
Division:	Community Services
Reports to:	Area Manager
Position Purpose:	<p>In partnership with the WA Police Service and the Department for Child Protection and Family Support, this position will triage all family and domestic violence incident reports to identify and offer support to people and children at high risk. The position will also provide assessment, information, referral and case coordination including safety planning to promote the safety, stability and wellbeing of vulnerable people and children. This position may also work with perpetrators of violence and offer referrals to appropriate services.</p>

## Position Requirements (What are the key activities for the role?)

Key Result Area 1	Client Support
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Respond to FDV incident reports from WA Police and participate in the joint triage with police and CPFS;</li> <li>Ensure all documentation is completed in a timely manner;</li> <li>Conduct risk assessments and safety planning using the Common Risk Assessment and Risk Management Framework (CRARMF) to determine risks;</li> <li>Engage with and refer those experiencing FDV to appropriate services, with their consent;</li> <li>Determine if further contact or intervention is</li> </ul>	<ul style="list-style-type: none"> <li>FDV incident reports are responded to in a timely manner;</li> <li>All required documentation and data entry on triage systems is completed;</li> <li>Risks are identified and the necessary safety planning is undertaken;</li> <li>Referrals are made in a timely manner and according to consent and level of risk;</li> <li>Information is provided to people in various formats;</li> </ul>

<p>required with those who do not provide consent by telephone, mail or home visit;</p> <ul style="list-style-type: none"> <li>• Participate in case conferences and regular FDV Coordination meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• The Liaison Officer attends and participates in case conferences and meetings.</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>Program Support</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Participate in a range of interagency meetings and forums to share information and best practice and highlight the needs of families in the community;</li> <li>• Actively participate in supervision and learning and development programs and peer development activities as required;</li> <li>• Participate in community activities and events to increase awareness of family and domestic violence.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective contribution is made to relevant forums with consequent development in the service and the position of individuals and families in the community;</li> <li>• Development activities are fully engaged in;</li> <li>• Provide community education and participate in community events as required.</li> </ul>
<p><b>Key Result Area 3</b></p>	<p><b>Relationship Management</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Develop strong internal relationships with individuals and their families and other staff to contribute to the effective functioning of the service and improved outcomes;</li> <li>• Develop strong relationships with key external stakeholders including CPFS, WA Police, housing providers and other services to assist in sharing information and referrals;</li> <li>• Actively promote the program across all relevant providers in the region;</li> <li>• Actively participate and engage in interagency meetings, forums etc. for the development of services for people and families experiencing family and domestic violence.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong internal relationships are developed resulting in improved service functioning and service outcomes;</li> <li>• Strong external relationships result in effective interactions and appropriate referrals to local, referral and state-wide services;</li> <li>• Positive relationships are built with referral agencies and referrals are received from these agencies;</li> <li>• Relationships are developed with other agencies and contributions made to the development of services to better support families experiencing family and domestic violence.</li> </ul>
<p><b>Key Result Area 4</b></p>	<p><b>Administration</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Collect, maintain and share clear, accessible and up-to-date data in line with Mission Australia and CPFS guidelines;</li> <li>• Prepare and submit timely and accurate six-monthly reports to the Area Manager and CPFS;</li> <li>• Adhere to all relevant internal and external policies and procedures, statutory and contractual requirements including client confidentiality, duty of care and WHS;</li> <li>• Engage in evaluation activities where required;</li> <li>• Provide timely feedback to the Area Manager on local risks, issues and opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Data is collected and entered daily;</li> <li>• Reports and statistics are submitted accurately and on time;</li> <li>• All relevant internal and external policies are adhered to at all times;</li> <li>• The FDV Response service is reviewed regularly to ensure opportunities for continuous improvement are provided;</li> <li>• Information is regularly shared with the Area Manager in team meetings and other forums.</li> </ul>

## 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 (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety;
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries;
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

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

- Relevant qualifications and/or demonstrated experience working in the family and domestic violence sector;
- Experience with or understanding of the issues impacting of individuals, families and children experiencing and living with family and domestic violence;
- An understanding of family and domestic violence, including current legislation and the key legislative reforms;
- Highly developed interpersonal communication skills;
- Ability to network and develop effective working relationships at all levels of the community;
- Experience working in a small team environment and independently;
- A demonstrated person-centred, strength based approach to supporting clients;
- Demonstrated understanding of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse communities;
- Well-developed time management skills and ability to manage a number of tasks simultaneously;
- Excellent computer literacy including Client Information Management Systems;
- Appreciation of the challenges of travelling and working in remote locations.

**Key challenges of the role**

- Working within a regional setting, which may involve conservable travel;
- Working within a triage system to assess and refer people experiencing family and domestic violence in partnership with WA Police Service and the Department of Child Protection and Family Support.

**Compliance checks required**

- |                         |                                     |       |
|-------------------------|-------------------------------------|-------|
| Working with Children   | <input checked="" type="checkbox"/> |       |
| National Police Check   | <input checked="" type="checkbox"/> |       |
| Vulnerable People Check | <input type="checkbox"/>            |       |
| Drivers Licence         | <input checked="" type="checkbox"/> |       |
| Other (prescribe)       | <input type="checkbox"/>            | _____ |

**Approval**

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Manager name

Approval date