

POSITION: Family Support Worker – Flexi Worker

REPORTING TO: Senior Practitioner – Residential Services

DIRECTS REPORTS: NA

KEY RELATIONSHIPS: General Manager Operations, Manager Client Services, Senior Practitioner Response Services, Executive Team members, CEO, Crisis Support Advocates

POSITION STATUS:

1. PRIMARY OBJECTIVES

Within the parameters of our constitution, service philosophy and the policy framework established by the Board, and under the direction and supervision of the Senior Practitioner (or delegate), the Family Support Worker will:

- Carry a case-load of women and children who are being accommodated by **safe steps** as directed by the Team Leader Family Services and ensure that all women and their children within the caseload receive a comprehensive risk and needs assessment
- Develop family case plans in consultation with women who are being accommodated by **safe steps** (at any site) that promotes theirs and their children's safety and work with women and children to facilitate their ability to reach the goals identified in the family case plan
- Work with women and their children who are being accommodated by **safe steps** to access appropriate support and referral pathways
- Advocate for women and their children who are accommodated by **safe steps** to access their full entitlements
- Provide family violence and healthy parenting education to women being accommodated by **safe steps**
- Maintain relationships with key stakeholders that assist **safe steps** to provide support to women and their children
- Be a positive and constructive team member of **safe steps** who role models professional behavior at all times

2. ORGANISATIONAL CONTEXT

safe steps Family Violence Response Centre (formally known as the Women's Domestic Violence Crisis Service) was set up in 1974 as the Women's Refuge Referral Service to provide a 24 hour 7 days a week telephone helpline for women experiencing family violence.

It is now a state-wide incorporated association funded primarily by, but not exclusively the Department of Health and Human Services to provide a range of services 24 hours 7 days a week for women and their children who experience family violence. **safe steps** is the primary contact and referral point for access to women's refuges in Victoria. It provides three complementary services:

- A crisis telephone information, support, advocacy and referral service;
- A trauma counselling service for women experiencing family violence and sexual assault;
- A high security supported safe house accommodation service.

The organisation has a strong social change agenda that operates across three key pillars; prevent, respond and recover and provides community education, advocacy and awareness raising.

The organisation operates out of three separate work locations, one of which houses the 24/7 immediate response telephone service, another administration, and the other which provides accommodation.

safe steps is governed by a constitution and a Board of Governance with ten members. The Board elects its own chair and meets monthly to set the strategic direction and policy parameters for the organisation and its work. The organisation is managed by a Chief Executive Officer who operates with a high degree of autonomy, and at the same time working closely and effectively with the Board. She attends Board meetings and services the work of the Board.

The Chief Executive Officer is responsible for ensuring effective relationships with our funding body and with sector partners, and for developing protocols to ensure that the best possible services are provided to the women and children who need them. **safe steps** is a lead organisation in a wider network of domestic violence services in Victoria.

The organisation has an annual budget turnover of more than \$12 million; it employs more than 80 full-time staff, part-time staff, volunteers and students to support the work of the organisation.

The Family Support Worker is based at the **safe steps** safe house however, working across all site maybe required.

The (Family Support Worker is expected to uphold organisation's policies and procedures as well as the Department of Human Services Standards, which include the following obligations:

- to respect client confidentiality
- to obtain consent for the disclosure of information about a client
- to inform any client who wishes to make a complaint about the organisation of their right to do so, and to assist them to initiate a complaint

safe steps' locations and unlisted telephone numbers may not be disclosed to any other person except in accordance with service procedures. The locations and unlisted telephone numbers of any high security refuges may not be disclosed to any other person other than in accordance with the instructions of each such service.

3. KEY RESPONSIBILITIES

- Abide by all organisational policies and procedures, including all workplace health and safety measures
- Regularly attend and positively engage in professional supervision provided by the Senior Practitioner
- Regularly attend and positively contribute to team meetings and permanent staff meetings
- Evaluate service model and client outcomes, predict and respond to service trends, participate in quality assurance and continuous improvement strategies
- (i) **Provide face to face support, information, education, advocacy and assistance to women and their children who are being accommodated by:**
 - Maintaining a case-load of clients as directed by the Senior Practitioner
 - Ensuring that women and their children experience a strength-based service response that empowers them to be self-determining
 - Ensuring that women and their children who are accommodated by **safe steps** receive a 'whole of family' needs and risk assessment
 - Ensuring that women being accommodated by **safe steps** participate in the development of a family safety plan that outlines the family's service goals
 - Maintaining the integrity of client files
 - Contributing to internal communication systems processes
 - Collating and preparing reports and other written documents as required
 - Assisting with the upkeep of resource files and databases
 - Working within the delegations of authority documents and ensuring financial accountability requirements are adhered to and met.

- Ensuring that accountability reports, including National Data Collection Agency (NDCA) and SHIP data returns and the Internal Data Collection are produced and collated as necessary
- Participating in service evaluations as required
- Adhering to Occupational Health and Safety Standards and assuming responsibility for the proper use of all equipment and the monitoring of the environment to ensure safe practice.

(iv) OTHER TASKS

- Maintain positive relationships with a broad range of stakeholders
- Maintain an orderly and clean work site and vehicle to ensure that all families receive a positive 'first impression' experience
- Applying a 'can do' and flexible approach to the work so that all aspects of the service are covered in an appropriate and timely manner as required
- Participate in organisational change processes in a positive and constructive manner
- Carrying out other duties as requested by a Senior Practitioner, Manager Client Services, CEO or a delegate

4. KEY SELECTION CRITERIA

Essential

- Willingness to commit to the living expression of **safe steps** values; courageous, feminist, empowering, ethical respectful, collaborative, reflective.
- A current Victorian Drivers Licence.
- A current Working With Children Check.
- Willingness to undergo a National Police Check.
- Tertiary qualifications in a community/social service profession and/or experience in the field of violence against women, human rights, social justice, law reform or general advocacy
- Demonstrated understanding of feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women and children
- Understanding of cultural and language barriers, disability and other factors that may further marginalize women children in crisis
- Demonstrated ability to undertake comprehensive risk and needs assessments and facilitate clients to make decisions on an informed basis

- Demonstrated knowledge of the effects of family violence on children and an ability to conduct a comprehensive family risk assessment that gives priority to the safety of children
- Excellent communication, interpersonal and negotiation skills
- Demonstrated capacity to work independently as well as part of a team
- Ability to deal appropriately with stress, maintain composure and apply effective engagement strategies with clients in crisis
- Capacity for self- motivation, ability to cope with changing work functions, workloads and tasks
- Competent computer skills

Desired

- Competence in using a range of information technology applications including SHIP and Shoretel
- Proven experience providing face to face crisis-intervention and safety planning in a residential setting

5. EQUAL OPPORTUNITY EXEMPTION

safe steps is exempt from the provisions of the Equal Opportunity Act 2010 which would otherwise require the appointment to this position to be a on non-gender specific basis. Applications for this position will be considered from women only (Exemption H42/2017).

6. IMPORTANT INFORMATION

- All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.
- Where background checks are not to the satisfaction of **safe steps** in its absolute discretion, the offer of employment may be retracted or terminated.
- If you are offered employment with **safe steps** and are not currently an existing employee you will be required to disclose full details of any pre-existing injuries or illness that may be affected by the work and/or undergo a health assessment. The disclosure/health assessment is conducted to ensure you have the health and mental capacity to meet the requirements of the position and to identify any adjustments that may need to be made in the workplace. Failing to notify or hiding a pre-existing injury or illness which might be affected by the nature of the

proposed employment, could result in that injury or illness being ineligible for future compensation claims.

7. REMUNERATION

An attractive salary based on skills and experience will be offered. Salary packaging is available. This position does not attract penalty rates.

8. HOURS OF WORK

The position will work 45.6 hours per fortnight Monday to Sunday (0.6 EFT). From time to time, it is expected additional hours will be worked, including after hours to support key initiatives and events.

7. STAFF ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	

REVIEW OF THE POSITION DESCRIPTION

This position description is subject to review and may change in accordance with the needs of **safe steps** Family Violence Response Centre, its operations, and its clients and supporters.