**POSITION DESCRIPTION**

**Position:** Culturally Responsive Practice Trainer/Project Worker  
**Reports To:** Training and Projects Team Leader, Capacity Building  
**Direct Reports:** None  
**Status:** Part-time (3-4 days per week) contract until June 30, 2020.  
**Current Incumbent:** Vacant  
**Pay Rate:** SCHADS Level 5 + 9.5% Superannuation + Salary packaging  
**Location:** Based in Richmond but required to work at various locations in Melbourne and occasionally in regional Victoria.

**ORGANISATION BACKGROUND**

**inTouch, the Multicultural Centre against Family Violence,** is a statewide service, which provides services, programs and responses to issues of family violence in CALD communities. By acknowledging the rights and diverse experiences of our clients, we develop and implement a number of culturally sensitive and holistic models for the provision of services to both victims and perpetrators of family violence. In tackling the issues of family violence we act on multiple levels – individual, relationship and community. Our organisation strives to create a world where all women and children will be safe and free from violence.

**Philosophy**  
inTouch recognises that migrant women whose origins are from countries where English is not the first language encounter social isolation and structural inequities. The experience of domestic violence compounds the situation of marginalization. It limits their access to culturally relevant and appropriate services.

**Vision**  
inTouch’s vision is for all women, children and families to live free from violence.

**Purpose**  
inTouch gives voice and provides culturally sensitive services, statewide, to meet the needs of women and children from culturally and linguistically diverse backgrounds affected by domestic violence.

**Values**  
- Human rights and gender equality  
- Safety, wellbeing and empowerment  
- Respect for Individual differences and values  
- Confidentiality, trust and the right to privacy  
- Professionalism and collaboration
inTouch provides a range of support services to women and their children who have experienced family violence. This service aims to assist women and their children to remain safely within their community and maintain a life free of violence whilst also addressing the emotional and practical needs and issues arising from the violence.

### POSITION SUMMARY

An exciting opportunity exists for an experienced trainer/project worker with a community development/social work background and expertise working with refugee and migrant background communities and/or in the family violence sector. The trainer/project worker will be responsible for the delivery of capacity building projects and training, which support the development of a culturally responsive workforce in the family violence sector.

**Training information**

- The content of the training focuses on building participants understanding of family violence within the context of working with migrant and refugee background communities.
- Participants may be professionals working in the field of family violence or within broader community services as well as volunteers, students, community members and community leaders.
- The training encourages participants to critically reflect on their own and clients' cultural contexts and examine the impacts of this on their practice.

**Project information**

- Identifying and implementing need based projects, provision of capacity building programs, expert advice, and advocacy
- Various project work in primary prevention and early intervention, counselling and recovery groups and capacity building of services providers and communities
- Projects are funded through various sources and contribute towards good practice and evidence around working with multicultural communities

### KEY RELATIONSHIPS

**Internal**

The Trainer/project worker liaises closely with the training team which includes the Training Administrator, the Team Leader Training and Projects, and other trainers and project workers. The project worker will also liaise closely with case-managers. Effective working relationships are required with all inTouch staff.

**External**

The Trainer/project worker will be required to liaise with external organisations they are either delivering training to or co-facilitating with regarding training and group content, logistics of training/group delivery. The Trainer/project worker will liaise with service users/clients, community based organizations, various governmental departments, project partner agencies and consultants.

### POSITION ACCOUNTABILITY
• Conduct needs analysis, develop tailored training packages and provide training and other professional development opportunities and resources to prevent and respond to family violence in multicultural communities.

• Contribute to a process of continuous improvement and update of the training based on research and practice in family violence, cross-cultural work, training methodology participant feedback and training evaluations.

• Contribute to practice-based public forums to promote inTouch’s work in the field and build capacity of other organisations

• Liaise closely with Team Leader, Training Administrator and other trainers, project workers and case-managers to ensure high quality training delivery.

• Deliver specialist advice / knowledge to external service providers in relation to family violence and multicultural communities

• Develop and maintain relationships with all training/project stakeholders, partly as co-design initiatives

• Assist in developing training policies and procedures as part of the quality system;

• Coordinate the development, implementation and maintenance of project plans and develop and implement strategies for monitoring and evaluating the quality and impact of projects

• Develop and oversee administrative systems to manage various projects

• Establish and maintain networks and relationships with external stakeholders

• Explore potential project ideas and contribute to project submissions

• Develop, support and sensitively manage relationships with a wide range of key government, non-government and community stakeholders;

• Collate data to support clear and concise reporting to relevant bodies

• Ensure a safe work environment and compliance with inTouch policies and legislation;

PEOPLE MANAGEMENT

N/A.

EXTENT OF AUTHORITY

The incumbent must gain permission from the Team Leader Training & Projects/ EMCBP prior to any purchasing or corresponding on inTouch’s behalf.

KEY SELECTION CRITERIA

Essential

1. Qualifications in Social Work/Community Development/Education or similar

2. Certificate 1V in Training and Assessment

3. Demonstrated experience in collaborating effectively on the development and delivery of training packages, and group facilitation as well as experience in independent delivery.

4. Ability to design surveys and run focus groups and analyse the resulting data to inform training and project needs
5. Demonstrated experience in working with refugee and migrant background communities
6. An understanding of the gendered nature of family violence; specifically in the context of multicultural communities;
7. Strong written communication including a demonstrated ability to write reports, project progress plans and evaluations
8. Project coordination experience

Desirable

10. Experience in working with victim-survivors of family violence, particularly victim-survivors from refugee and migrant backgrounds
11. Understanding and experience of working in capacity building contexts with cultural competency/cultural responsiveness aims
12. Fluency in a language other than English;

SPECIFIC RESTRICTIONS/CONDITIONS

There may be some after-hours work and intra-state travel. Candidates who do not have a driver’s license will not be considered.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies;
- Contribute positively and proactively to team and organisation wide OH&S activities;

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation’s audit, contract and registration obligations;
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes related to the communications portfolio;
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.
CONDITIONS OF EMPLOYMENT

• The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience;

• The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments;

• Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy;

• Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply;

• The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications;

• Signing a Confidentially Agreement is a personnel requirement of inTouch;

• The successful applicant will initially be engaged for a probationary period of six months. During this period, either party can terminate employment with one week’s notice;

• The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition;

• Some travel within Victoria may be required from time to time. A current Victorian Driver's License is essential;

• Must be physically capable to carry out administrative duties involving extended periods of video display unit use;

• inTouch has a smoke-free workplace policy.

PRIVACY NOTIFICATION

The collection and handling of applicants’ and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

APPLICATION PROCESS

inTouch has a pending renewal of an Equal Opportunity Exemption (A123/2012) and requests applications from women only.

To apply, send a short covering letter explaining why you are interested in this position and attach your CV and a brief (2 pages max.) document addressing the key selection criteria.

Email your application to recruitment@intouch.org.au

Applications close on Sunday September 1, 2019.
I hereby accept the above Terms of Employment.

Signed: ___________________________ Date: _______________________________

Michal Morris (Chief Executive Officer, inTouch) (Employee)