POSITION DESCRIPTION - Family Violence Services for Women and Children

Position: Women’s and Children’s Support Worker

Team: Crisis Care Team

EFT: Refer to your contract

Hours: 9.00 – 5.06

After Hours: Rostered for one week after hours, shared role with team members. Optimally, one week in seven and at times one week in three with sick leave/annual leave.

Accountable: COO and CEO

BACKGROUND:

Centre Against Violence (CAV) was previously known as Upper Murray Centre Against Sexual Assault (UMCASA). The original organisation UMCASA was established in the early 1990s by a group of people from northeast Victoria. In 1992, the organisation was incorporated under the Associations Incorporation Act and has always been managed by a community based Board of Management. In 2012 the new name of Centre Against Violence was created to incorporate the diversity of programs operating under the auspice of the organisation.

CAV receives core funding through the Victorian Government Department of Human Services, Children and Family Services branch. From time to time special project funding is sought from other sources.

CAV has endorsed the Standards of Practice for Victorian Centres Against Sexual Assault. The Victorian Centres Against Sexual Assault Forum Inc., the peak body for the 16 Victorian CASAs, developed the Standards. CAV’s policies and procedures manual are supported by the Standards of Practice.

CAV operates within a feminist framework in respect of our understanding and analysis of sexual assault and family/domestic violence. CAV provides crisis and short to medium term and long term counselling, advocacy, information and support to women, men and children who have experienced sexual assault and their supporting family members and friends. We also offer services to children under 10 with problem sexual behaviour and young people 10 and under 15 who have sexually abusive behaviours.

CAV is linked to the Victorian after hour’s sexual assault crisis telephone service: SACL. Our agency provides 7 days per week 24 hours per day crisis care service to victim survivors of recent sexual assault (Recent = past two weeks).
CAV is also linked to Safe Steps, the state-wide women’s domestic violence crisis service. CAV provides 24/7 crisis care for women and children affected by family/domestic violence.

Rostered after hours work is an important role shared by CAV staff in both the Sexual Assault Service and the Family Violence Crisis Accommodation and Support Service.

CAV refers to the Code of Practice for Specialist Family Violence Services for Women and Children 2006 and the Practice Guidelines: Women and Children’s Family Violence Counselling and Support Programs 2008. All staff working in Family Violence Teams are expected to work according to these guidelines and standards.

Workers employed in CAV programs are provided with permanent employment subject to funding for this program being retained and to successful completion of six months’ probation demonstrated by compliance to the terms of employment described in CAV Employment contract which includes all requirements of the Quality Management System.

**ACCOUNTABILITY:**

Responsible through the Team Leader who coordinates and reports to the CEO and through the CEO to the Board of Management of Centre Against Violence (CAV). There are times when the Chief Operations Officer (COO) receives direct reports from the Team Leader.

**AWARD:**

Salary and employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010. Pay scales are in accordance with the Social and Community Services – Victoria – Award 2000. Classifications will be negotiated according to qualifications and experience.

**LOCATION:**

The Administrative base of the service is Wangaratta. Full service is provided from Wangaratta, Benalla and Wodonga. Outreach services are provided routinely in other areas of the North East according to demand.

**MAIN PURPOSE:**

The main purpose of the position is to undertake intake, risk assessment, safety planning and a holistic trauma informed response to support women and children affected by family/domestic violence. It is also to take a role in the strategic placement of this service by being an active participant in integrated risk management responses to women and children.

**HOURS:**

As per your contract
QUALIFICATIONS and EXPERIENCE:

It is expected that applicants will hold a degree in social work, psychology, welfare or a related discipline. The successful applicant will demonstrate knowledge and understanding of the issues relating to family violence and will have or be willing to develop highly competent and comprehensive practice skills in response to family violence against women and children.

KEY RESPONSIBILITIES

1. DIRECT SERVICE PROVISION:

1.1 Provide a holistic package of care including crisis care, short to medium term advocacy and trauma informed responses to women and children affected by family violence.

1.2 Aware of the importance of team work, and actively supporting team responses, a member of the family violence team will participate in intake work, undertake risk assessment, safety planning, case formulation and exit planning, maintaining case notes and data entry that reflect the status of these professional activities.

- Note that CAV conduct risk assessment for women using Common Risk Assessment Framework: CRAF
- Note that CAV conduct risk assessment for children using the tool referred to at CAV as Children’s CRAF

1.3 Provide information and appropriate referral to women and children and relevant support people.

1.4 Assess and source practical resources and supports required by women and children.

1.5 Be an active and positive contributor to an integrated family violence system ensuring that relationships are developed and maintained effectively with all relevant colleagues and services.

1.6 In partnership with colleagues, including leaders at CAV identify opportunities to provide a group work response to women.

1.7 Be accountable for the coordination of care for women/children allocated and ensure that their needs and progress are readily available to colleagues at all times.

1.8 Understand and respond respectfully to all women of many diverse backgrounds and needs including those who are involuntary clients (Child Protection Unit referrals), have multiple and complex needs and who may find it difficult to engage with CAV due to cultural or experiential reasons.

1.9 Participate at all times in the effective and sensitive provision of services to women identified as high risk clients, ensuring that the Team Leader and when relevant the Ramp Coordinator are fully briefed and supported to manage their role in the care.
2. **PROFESSIONAL AND COMMUNITY EDUCATION:**

2.1 To provide secondary consultation to other workers involved in working with women/children experiencing/affected by family/domestic violence

2.2 To provide professional training and community education to increase awareness in the local community about family/domestic violence issues

3. **PLANNING AND SERVICE DELIVERY:**

3.1 Participate in the evaluation of the existing service and plan for ongoing and future service delivery to women and children affected/experiencing family/domestic violence in the North East of Victoria.

3.2 Contribute to CAV planning and policy development.

4. **TEAM WORK:**

4.1 A commitment to strengths based teamwork and participation in team meetings, supervision and other team activities as required.

4.2 A strong and genuine commitment to working respectfully and inclusively with all colleagues including leaders.

4.3 Demonstrate an understanding of and a commitment to work in accordance with the Confidentiality and Equal Opportunities Policies of CAV

5. **ADMINISTRATION:**

5.1 Maintain confidential and accurate files and records and prepare reports as per CAV policy and procedures.

5.2 Maintain statistical records as required. Participate in other data collection as required.

5.3 Contribute to staff reports, annual reports and other agency reports as required.

5.4 Contribute to the quality management systems which includes knowing and using all policies, information sheets, work instructions, forms relevant to the position. Participate fully in internal and external auditing activities. Assist CAV to build a more robust quality management systems at all times.

5.5 Contribute positively to the Occupational Health and Safety requirements of working at CAV being aware that safety in the context of the work, both physical and psychological is an individual and organisational responsibility.

6. **PROFESSIONAL DEVELOPMENT:**

6.1 Participate in professional development in order to pursue the development of relevant specialist skills and knowledge that will extend the range of skills and therefore the quality of service available to clients of the program
6.2 Participate in individual and peer supervision in order to continue to deliver good quality services and to improve that service on an ongoing basis.

6.3 Participate in and contribute to the development of critically reflective practice in a team environment.

KEY SELECTION CRITERIA:

1. Commitment to the philosophy of CAV and to the values it upholds.

2. Excellent and demonstrable verbal and written communication skills

3. Experience and excellence of practice in:
   a. Responding to women and children experiencing/affected by family/domestic violence
   b. Crisis intervention
   c. Telephone counselling
   d. Advocacy
   e. Casework.

4. Well-developed understanding of the broad range of issues surrounding family/domestic violence

5. Understanding and commitment to working with women and children with diversity of culture

6. Well-developed casework theories/frameworks

7. Knowledge of rural issues and needs and an understanding of the specific issues for women and children experiencing/affected by family/domestic violence in a rural context.

8. Experience in providing secondary consultation to professionals.

10. Commitment to teamwork and democratic work practices. Commitment to professional supervision, development and support.

11. Ability to travel extensively in North East Victoria and to Melbourne as required.

12. Current driver’s licence.

13. Working With Children’s Check or willing to apply for this check and Victorian Police Check

14. Excellent computer literacy skills in Microsoft word, Outlook and Data Collection Tools such as SHIP

DESIRABLE SKILLS:

1. Group facilitation skills and experience.
2. Understanding of community and adult education principles and the ability to provide education and training to community members and professionals.

The successful candidate holds a current Victorian Drivers Licence without risk of loss through demerit points. The successful candidate holds or is willing to undertake a current Police Check and WWC ensuring their suitability as an employee of CAV. The successful candidate agrees that CAV selection panel reserves the right to contact previous employers and organisations that have contracted the candidate even if such contacts have not been named as referees for the purpose of checking authenticity and claims to experience/knowledge.