ORGANISATIONAL OVERVIEW

ABOUT OUR ORGANISATION

The Centre for Non-Violence Inc. (CNV) was established in 1990 and has worked for more than two decades in the provision of support services for women and children experiencing family violence and at risk of homelessness. Since that time, our service has grown and we deliver a range of services for women and children experiencing family violence; programs for men who use violence towards women and children, including men’s behaviour change programs, enhanced intake and case management; a young women’s housing program for young women aged 15 to 25 who are pregnant and/or parenting and at risk or experiencing homelessness.

CNV also auspices the positions of the Loddon Campaspe Family Violence Regional Integration Coordinator and the Loddon Mallee Homelessness Network Coordinator.

CNV is active in violence prevention, community education and engagement activities and initiatives, including our multi-award-winning program “Solving the Jigsaw”, widely known for its work with schools and communities to eliminate bullying, violence and abuse, by building cultures of well-being with in schools and working with parents, teachers, children and young people.

CNV is also the lead agency for the Loddon Campaspe Integrated Family Violence Consortium that is funded to deliver the full suite of services for women and children experiencing family violence, and programs for men who use violence towards family members.

CNV is a child safe organisation. We value, respect and listen to children and young people. We are committed to the safety, wellbeing and inclusion of all children and young people including the cultural safety of aboriginal children and young people, culturally and/or linguistically diverse children and young people, gender and sexually diverse children and young people and children with a disability.

CNV has an Employee Bargaining Agreement with its staff, which allows both negotiated salary packaging and flexible working arrangements.

CNV Inc. is duly accredited to both DHS (State) and QIC (National) Standards. Continuous quality improvement is an agency expectation.

Vision Statement
Gender and social equality in a violence free world.

Statement of Purpose
CNV Inc. is working towards its vision of a society free from violence, homelessness, discrimination, poverty and oppression by:

- Being responsive to the needs of women and their children through providing information, resources, housing options, referral, advocacy, education and support;

- Designing and delivering education, prevention and recovery programs to schools and the wider community;
• Supporting the capacity of School Communities to care for and nurture children through the Solving the Jigsaw program;

• Ensuring women and children’s rights are upheld;

• Challenging structural, legal and social inequities and advocating for change;

• Advocating for affordable, secure and safe housing options;

• Increasing community awareness of the social and systemic issues affecting women and children.

**Philosophy & Principles**

CNV Inc. will be guided by a feminist philosophy and the following principles in its relations with service users, staff, other stakeholders and the wider Community.

• **RESPECT** is an active conscious process that acknowledges differences and accommodates conflict. CNV Inc. will work in a consistently respectful manner thus ensuring its practice is non-judgmental, validating, confidential, supportive and acknowledges the intrinsic value of each person. Respect engenders trust, empathy and equality between people;

• **CO-OPERATION** by valuing the strengths and ideas of others. CNV Inc. works collaboratively to develop and maintain relationships to achieve the best outcome(s);

• **SOCIAL JUSTICE** is an integral part of CNV Inc. practice, actively advocating structural and social change and the development of a society that is just, equitable and respects human rights;

• **EMPOWERMENT**, supporting women and children through a power sharing approach to identify their own needs and make informed decisions utilising their strengths. Empowerment engenders self-determination and promotes resilience;

• **TRANSPARENT AND INCLUSIVE PRACTICES** ensure rights are protected and advocated for and that the service is accountable to stakeholders and the Community;

• **DECISION MAKING** processes based on participation, consultation and information sharing, whilst respecting and acknowledging different roles, responsibilities, functions and skills
CENTRE FOR NON-VIOLENCE INC.
(CNV)

POSITION DESCRIPTION

POSITION SUMMARY

Title: Client Services Program Worker

Classification: Social and Community Services Award (SACS Award) Social Worker Class 1. Translates to Social, Community, Home Care and Disability Services Award 2010 – Level 4, pay point dependent upon experience

Team/Unit: Client Services program

Work Location: Office base is Bendigo (with support work as assigned with the Shire and Sub-region)

Hours/Contract: 1.0 EFT (38.0 hours per week)

Contract: 12 month contract with possibility of extension subject to funding

Salary Range: Salary Range $62,244 to $67,243 pro rata. Hourly rate $31.50 to $34.03. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office

Hours of Work: Normal hours of work are between 9am and 5.06pm Monday to Friday

Some additional out of hours work may be required

Accountability: Pod leader

Travel: Travel will be required throughout the Shire and the Sub-region and regularly to Bendigo

POSITION DETAILS

Position Context

CNV Inc. has three major areas of operation: Client Services, Prevention and Development and Operations.

Our Client Services Division delivers a range of programs to the community including domestic violence outreach services for women and children experiencing family violence and/or homelessness; counselling for women and children experiencing family violence; young women’s housing programs; alcohol and other drugs supported accommodation program; programs for men who use violence towards family members including men’s behaviour change, enhanced intake and case management.
Work teams within the Client Services Division are called pods. Pods are small integrated teams of workers with representation of our various client programs including those supporting men, women and children. Pods work with clients from intake to closure using a key worker model.

Our Prevention & Development Division provides a range of community engagement, research, advocacy and prevention programs including the auspice of the Family Violence Regional Integration Co-ordination program; the Loddon Mallee Homelessness Network including the regional Children’s Resource Worker program; and our Solving the Jigsaw program.

Solving the Jigsaw reaches school communities through nationally accredited training and the delivery of long-term classroom based programs in schools. Solving The Jigsaw aims to change the culture of violence and bullying in the community.

Our Operations Division is responsible for all of our human resources, asset and financial management, OHS, quality assurance and administrative support to the organisation.

An Annual Work Plan guides the organisational priorities, which are informed by the CNV Strategic Plan and Continuous Quality Improvement Work Plan.

Position Objectives

The purpose of the Client Services Worker role is to:

- Work as part of a family violence team that provides an integrated, coordinated, safety led response to individuals and families that prioritises: the safety, protection and wellbeing of children and young people; the safety and empowerment of women; and the responsibility and accountability of men who use violence in the family; and

- Undertake direct work with young women who are pregnant or parenting and are homeless or at risk of homelessness providing support and case management.

Within the Department of Human Services North Division (Loddon Area - Loddon Campaspe sub-region).

Key Accountabilities

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<th>Key Result area</th>
<th>Major activities</th>
<th>Performance Measures</th>
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</table>
| 1. Provide an integrated and coordinated response to individuals and families where family violence is present, in particular to women and their children who are experiencing family violence and men who are using violence against family members. | Perform intake and response functions. Conduct risk assessments, develop safety plans and risk management strategies in conjunction with clients using CNV’s family violence risk assessment and management framework. | Files, Supervision and feedback from clients demonstrate:  
  - Risk Assessments are completed accurately, professionally, monitored and recorded in accordance with CNV practice guidelines;  
  - Engagement with clients;  
  - Support and advocacy |
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<tr>
<th>Centre for Non-Violence Inc. (CNV)</th>
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<tr>
<td>Case work with people experiencing family violence including those experiencing difficulties with mental health, disabilities, substance misuse, housing finances and parenting.</td>
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<td>Identifying concerns for the safety and wellbeing of children and working with their families to address these concerns within the Common Risk Assessment Framework.</td>
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<td>Develop case plans in consultation with clients.</td>
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<td>Implement and review case plans.</td>
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<td>Referrals to other services as required.</td>
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<td>Offer support and advocacy for women when engaging in Police, Court, Child Protection, health, housing, disability and mental health systems.</td>
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<td>Files, Supervision and feedback from clients demonstrate the use of:</td>
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<td>- The Best Interests Framework;</td>
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<td>- Engagement with clients;</td>
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<td>- Support and advocacy within the broader system;</td>
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<td>- Case plans including regular reviews and notes demonstrating input from clients</td>
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<td>Supervision as per CNV policy</td>
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<td>Feedback from clients</td>
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2. Undertake direct work with young women who are pregnant or parenting and are homeless or at risk of homelessness providing support and case management.

<p>| Conduct needs assessments, develop case plans in conjunction with young women. |
| Case work with young women experiencing homelessness including those experiencing difficulties with mental health, disabilities, substance misuse, finances and parenting. |
| Identify concerns for the safety and wellbeing of children and work with their families to address these concerns using the Best Interests framework. |
| Develop case plans in consultation with clients. |
| Implement and review case plans. |
| Files, Supervision and feedback from clients demonstrate the use of: |
| - The Best Interests Framework; |
| - Engagement with clients; |
| - Support and advocacy within the broader system; |
| - Case plans including regular reviews and notes demonstrating input from clients |
| Supervision as per CNV policy |
| Feedback from clients |</p>
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<td>3. Team work</td>
<td><strong>Actively contribute to peer support and group supervision.</strong>&lt;br&gt;Attend and contribute to team, program and agency meetings.&lt;br&gt;Participate in team building activities/tasks.</td>
<td><strong>Activities are carried out as evidenced by meeting minutes and supervision records.</strong></td>
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<td>4. Maintain accurate records and complete data as required by the agency and DHHS.</td>
<td><strong>Completing SHIP data systems records of all clients including case notes.</strong>&lt;br&gt;SHIP status updates completed on a monthly basis.&lt;br&gt;Up to date, accurate case notes.</td>
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<td>5. Professional development</td>
<td><strong>Attend regular training to ensure skills and knowledge are relevant.</strong>&lt;br&gt;Have a current Performance Development Plan to identify areas for development.</td>
<td><strong>Current Performance Development Plan</strong>&lt;br&gt;<strong>Annual Training record</strong></td>
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<td>6. CNV Code of Ethics</td>
<td><strong>Adhere to CNV Code of Ethics, including the Child Safety Code of Conduct</strong>&lt;br&gt;Core values are reflected in decision making and everyday behaviour in professional relationships and direct services.</td>
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**Key Challenges**

- Responding to competing complex work demands
- Self-care – work life balance
KEY SELECTION CRITERIA

Qualifications & Experience

- Tertiary qualification in social work or welfare studies;
- Experience in providing case work to individuals and/or families accessing services within the community or health or education service sector.

Core Competencies

- Knowledge and understanding of family violence and young homeless women’s issues in accordance with service philosophies;
- Demonstrated experience working with Children and children with a disability and commitment to Children’s rights and its application to service delivery ;
- Demonstration of Aboriginal cultural safety and awareness for women and children and demonstration of cultural safety for children from culturally and/or linguistically diverse backgrounds;
- A demonstrated understanding of feminist practice and its application in responding to the gendered nature of violence against women and its impact on children / adolescents including;
  - A demonstrated commitment and ability to work with children who are experiencing family violence in a respectful, empowering way;
  - An understanding of children and young people’s rights;
- Well-developed organisational skills with the ability to effectively and independently organise one’s workload, set priorities, ensure adherence to service standards and established guidelines.
- Well-developed communication (both oral and written) skills with the capacity to prepare reports, case notes and correspondence in a clear and concise language and the ability to assimilate information from varied sources.
- Well-developed information technology skills including ability to enter data, maintain electronic client files, ability to use a range of modern technology equipment.
- Well-developed interpersonal skills with the capacity to liaise effectively with a wider range of clients and service providers including the ability to work cooperatively as a member of a team. Have a demonstrated ability to work in a professional manner conducive to effective team development.
APPLICATION PROCESS

How to apply
To be considered for shortlisting and an interview, applications must include the following:
• Covering letter;
• Each Key Selection Criteria must be addressed and it is essential that the information you provide is clear, concise and most importantly relevant, so that the selection panel can readily assess your application. You will need to demonstrate that you have the necessary knowledge, experience and qualifications to successfully carry out the duties of the position.
• Current Resume;
• The names and contact details of three professional referees, ideally one should be from your supervisor and from your most recent employer;
• All application enquiries, please contact Lisa Levis (03) 5430 3000.

Safety Screening and Mandatory Criteria
• All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process;
• Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check;
• A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment;
• All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process;
• Employee’s must hold a valid driver’s licence.

APPLICATIONS

CLOSING DATE: Monday 5th February 2018 at 5pm

Email to: vacancies@cnv.org.au
Or mail to: General Manager Operations
Centre for Non Violence
P.O. 958, Bendigo 3552

Mark envelope: Private and Confidential

VERIFICATION

This section verifies that the employee and supervisor have read the above position description and are satisfied that it accurately describes the position.

EMPLOYEE: Signature................................................................. Date.................................

SUPERVISOR: Signature............................................................. Date.................................
RELEVANT INFORMATION

BENEFITS OF WORKING WITH CNV
- Attractive salary packaging, can earn up to $15,860 tax free
- Above award wages and generous EBA conditions
- Excellent work/life balance
- Supportive and friendly organisational culture
- On-going training and development opportunities

ROLES AND RESPONSIBILITIES
All employees are responsible for ensuring that they comply with all CNV’s policies and procedures. All employees are responsible for the efficient and effective use of resources.

All employees are expected to work as part of a committed team that meets clients’ expectations by providing a responsive and high quality service delivery, in a respectful and dignified manner. This includes being part of the delivery of programs and services to standards of improvement required for our accreditation process.

PRE-EMPLOYMENT CHECKS
CNV has a duty of care to its clients to create and maintain a safe, health working environment; therefore any persons employed by CNV will be required to undergo satisfactory pre-employment checks, including 3 professional referees, a pre-existing Health declaration, a criminal records check and proof of identify and qualifications. Only criminal history that is relevant to the inherent requirements of the position is taken into consideration.

PRE-EXISTING MEDICAL CONDITION CHECK
Under Victorian WorkCover legislation, it is the applicant’s duty to advise CNV of any pre-existing medical condition/s, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.

CODE OF ETHICS
The code of ethics provides the parameters for acceptable and unacceptable behaviour while at work or while on work related business off site. All employees of CNV are to act in the best interest of CNV as a whole with honesty, in good faith and with due care and diligence. All employees must comply with CNV’s Code of Ethics and agree to work according to our values of; Respect, Co-Operation, Social Justice, Empowerment, Transparent and Inclusive Practices Decision Making.

CNV has a zero tolerance of child abuse and our Code of Ethics enforces appropriate behaviour and expectations with children. A Child Safety Officer has been appointed and can answer questions or concerns in relation to child safety.
PROBATION PERIOD
The position is subject to a 6 month probation period during which time you will receive advice and
guidance to help you become familiar with and competent in performing the requirements of the
position. During this period, either party can terminate employment with one week's notice. A
probationary review before 6 months will be undertaken.

OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS
CNV is committed to providing a safe and healthy work environment for all employees. All employees
are required to undertake their employment with due regard to personal safety and that of co-
workers and the general public in accordance with relevant legislation and CNV’s policies and
procedures.

Any OH&S matters must be reported to either the OH&S Rep, General Manager, Operations or the
relevant Manager.

USE OF CONFIDENTIAL INFORMATION
Employees shall not use confidential information to gain advantage for themselves or for any person
or body, nor shall they use this information improperly to cause harm to any person, body or CNV.

PRIVACY
CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principals (APPs) and
is committed to protecting the information it collects, monitoring its use and maintaining its integrity.
Therefore, any information collected will be solely for the primary purpose intended and will be
destroyed when no longer required.

NON SMOKING POLICY
CNV has a no-smoking policy which prohibits smoking in all CNV’s buildings and vehicles.

DIVERSITY
CNV is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous
people, people living with disabilities and culturally and linguistically diverse backgrounds.