

Position Description

Title	Family Violence Immediate Assistance Practitioner
Business unit	Family Violence Services, Southern Melbourne
Location	51 Princes Hwy, Dandenong 3175
Employment type	Full time Maximum term until 30 June 2022
Reports to	Team Leader, Family Violence Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Immediate Assistance Practitioner's role will sit within the Family Violence Services Program and provide phone-based and outreach support (when appropriate) to women and children affected by family violence to address their immediate safety and stability. The practitioner will be required to complete initial risk assessments and work with consumers to develop safety plans using the MARAM [Multi Agency Risk Assessment Matrix] framework. The practitioner will provide support including, but not limited to: active holding, short term case management, advocacy, referrals to other services, support to access material aid and available funding opportunities, and assisting with sourcing temporary accommodation options.

They will also develop relationships with key agencies (including DFFH Child Protection). Through child centered, family focused service delivery; they will assist families to provide effective parenting and a stable environment to promote the safety, wellbeing and healthy development of the children.

2. Scope

Budget: nil

People: nil

Position Description

Family Violence Immediate Assistance Practitioner

3. Relationships

Internal

- Senior Manager – Family Preservation & Reunification and Home Based Care
- Manager – Community Programs and Family Violence
- Team Leader, Family Violence Services
- Family Violence colleagues
- Other Uniting staff

External

- Department of Families, Fairness and Housing [DFFH]
 - Family Safety Victoria
 - The Orange Door
 - Staff of agencies providing services relevant to the service delivery to families and the wider service network
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4. Key responsibility areas

Service delivery

- Provide an immediate response and support service to women and children experiencing family violence
- Assist women to determine their options, identify relevant service pathways and advocate for required support for women and their children
- Respond to family violence and abuse as criminal acts against women and children: mandatory reporting of Child Abuse to relevant authorities (Child Protection, police)
- Undertake risk and needs assessments of children and families
- Assist with active holding and provide immediate, short term assistance where complex issues are likely to be present
- Develop collaborative relationships with other agencies providing client services
- Liaise with schools and network service providers
- Broker services appropriate to the family's needs
- Advocate for families to needed services
- Other projects and duties, as required

Quality and risk

- Prepare reports, service documents and maintain accurate and up-to-date case notes
- Participate in regular supervision with supervisor
- Set priorities and manage time appropriately
- Comply with relevant Occupational Health and Safety standards
- Comply with Uniting policies and procedures and ensure Child Safety at all times
- Raise and report any concerns about Child Safety immediately

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams.

Position Description

Family Violence Immediate Assistance Practitioner

- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
 - Promote a positive safety culture by contributing to health and safety consultation and communication
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
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5. Person specification

Qualifications

- A Bachelor of Social Work or equivalent as per the mandatory minimum qualification requirements for specialist family violence practitioners
- A driver's licence valid in Victoria

Experience

- Demonstrated ability as a practitioner in the family violence and child, youth and family welfare field
- A commitment to the family-centered approach and the family strengthening and empowerment models of practice especially in the context of family violence
- An understanding of Multi-Agency Risk Assessment and Management (MARAM) framework, the "Best Interests" framework, the Family Violence Act 2008 and Child, Youth and Family Act (2005) is desirable

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Technical competencies**
 - Proven ability to engage families and to provide outreach services, sometimes in a difficult or stressful context
 - Demonstrated ability to work flexibly to meet the current needs of families, young people and children
 - Proven ability to work collaboratively with families to meet and achieve goals that facilitate safe and nurturing environments for children and young people including developing action plans
 - Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
 - Well-developed written and verbal communication skills, including the ability to prepare for and conduct case plan meetings and implement agreed actions
 - Demonstrated organizational and time management skills
 - Computer literacy
- **Personal attributes:**
 - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.
 - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
 - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships.
 - Conscientious: Responsible, dependable, organized and persistent.
 - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.
 - Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries

Position Description

Family Violence Immediate Assistance Practitioner

Other Requirements

- Legal eligibility to work in Australia
 - Current Victorian Driver's Licence
 - A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
 - Current working with Children Check (Victoria)
 - Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
