

Position Description



Title:	Immediate Assistance Practitioner
Business unit:	Family Violence Services, Eastern and Southern Melbourne
Location:	51 Princes Highway Dandenong Victoria 3175
Employment type:	Part time (38 hours per fortnight) Maximum term to 30 June 2021
Reports to:	Team Leader, Family Violence Services

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We are 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 are 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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Program information

Family Violence Services provides Case Management and Counselling support to women and children impacted by family violence. This includes the provision of direct assistance and support, psycho-education, court support, navigating intervention orders, and liaising with other services and referral pathways that assist with building safety and wellbeing. The program embeds the Victorian Family Violence Risk Assessment and Risk Management Framework from the Royal Commission into Family Violence Recommendations.

Position purpose

In light of the Covid-19 response, the Immediate Assistance Practitioner's role will sit under 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 safety plans and provide support including, but not limited to funding applications; purchase of goods and services; sourcing of temporary accommodation; advocacy; and referrals to other services.

Scope

Budget: *nil*

People: *nil*

Relationships

- Internal:**
- Team Leader, Family Violence Services
 - Family Violence Colleagues
 - Other Uniting staff

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External:

- Department of Health and Human Services
- Family Safety Victoria
- Staff of agencies providing services relevant to the service delivery to families and the wider service network

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
- 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.
- 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.

Person specification

Qualifications and requirements

- A degree in Social Work, Psychology or related tertiary qualification relevant to child and family welfare
- A driver's licence valid in Victoria

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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

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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **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.

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