

Position Description



Title:	Support and Safety Hub Practitioner
Business unit:	Orange Door, Southern Melbourne
Location:	211 Chapel Street, Prahran
Employment type:	Full time & Part time Ongoing
Reports to:	Team Leader, Orange Door

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've 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'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 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

Position purpose

Support and Safety Hubs

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (Hubs) across Victoria to provide a new way for women, children and young people experiencing family violence, and families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services. The Hubs will also focus on perpetrators of family violence, to keep them in view and play a role in holding them accountable for their actions and changing their behaviour.

Hubs will be accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. The Hubs will engage perpetrators and plan interventions to hold them to account.

The Victorian Government has committed to the initial establishment of five launch sites in the Department of Health and Human Services (DHHS) areas of Mallee, Barwon, Bayside, Inner Gippsland and North-East Melbourne from early 2018, with Hubs in all 17 DHHS Areas by the end of 2021.

Given the phased approach to implementing the Hubs and the evolving nature of the design process, certain elements of this service model may change over time. The role and operations of the Hubs will not be static or fixed at one point in time. Just as the practice of the Hubs will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of the Hubs will continue to develop and be informed by community needs, co-design, evaluation, and practice learnings. Future development of the service model will continue to be set at the statewide level, informed by local practice and experience.

Support and Safety Hub Vision

To create a future where all Victorians can enjoy safe and respectful personal and family relationships, where children grow up in families that value their health, development and wellbeing.

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Role of Support and Safety Hub

The Hubs will deliver a fundamental change to the way we work with women, children and families, and men. The role of the Hubs is to provide:

- a more visible contact point so that people know where to go for specialist support
- help for people to identify family violence and child wellbeing issues
- advice based on contemporary risk assessment tools and guidance
- specialist support and tailored advice for victims, families and children, and perpetrators
- connection and coordination of access to support
- a system-wide view of service capacity, client experience and outcomes

The Hubs will support the agency of women, children and families, to ensure that the services they receive meet their needs and their goals.

The Hubs will help to maintain a focus on perpetrators, so the risk they pose can be assessed, and they are held to account for their behaviour.

The Hub Team

Hubs will bring together different workforces and practices to create an integrated Hub team and a consolidated intake point in each Hub area to create a new way of support for:

- women, children, young people and families experiencing family violence
- perpetrators of family violence
- families in need of support with the care, development and well-being of children.

This will be achieved by drawing on the expertise of Community Sector Organisations (CSOs) and their deep connections with people in local areas, and bringing together workers from organisations that currently:

- receive police referrals for women and children who are victims of family violence
- receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- receive child wellbeing referrals
- provide the Child FIRST service
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services

The Hub Team will include a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DHHS.

Scope

Budget: *nil*

People: *nil*

Relationships

- Internal:**
- Team Leader
 - Hub team colleagues
 - Family Services staff
 - Other Uniting staff

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

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Key responsibility areas

The Support and Safety Hub Practitioner will work as part of a multidisciplinary team of practitioners to deliver high quality, safe and effective responses to Victorian women, children and families seeking support and safety through the Hub, and keep the perpetrator in view. The Hub Practitioner will report to the Hub Team Leader on a day-to-day basis with formal line management and supervision provided by the practitioner's employing CSO. They will also receive support and guidance from the Hub Practice Leaders.

Service delivery

- Undertake a caseload as lead practitioner or support worker aligned with the Integrated Practice Framework.
- Work within a specialist discipline to deliver Hub services and develop an understanding and capabilities to work safely across other areas of specialisation (with appropriate training and supervision.)
- Deliver screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks.
- Deliver services and support via phone, within the physical hub and outreach at client's home or other sites.
- Identify, assess and prioritise risk and needs of women and children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team.
- Work collaboratively with the Hub team to support integrated risk assessment and planning, including participating in case conferences and meetings.
- Recognise and identify limits of own expertise and when to seek advice or refer client to specialist Hub practitioners or Practice Leaders to ensure safe practice.
- Identify when a Central Information Point (CIP) request is required and refer request to the Advanced Family Violence Practice Leader.
- Submit requests with Hub Team Leader for allocation into core services for clients.
- Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines.
- Navigate the broader service system for clients by referring clients to services and providing clients with information and support.
- Record client information accurately on the Hub Client Relationship Management (CRM) system.
- Handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements.
- Participate in training and development activities designed to build capabilities to work effectively in the Hub environment.
- Share integrated service approaches and learnings with members of the Hub team and with employing agency.
- Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Hub service model.
- Participate in formal supervision and performance development and management as per home agency requirements.

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.

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- 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

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

Experience

- Demonstrated ability as a practitioner in the child, youth and family welfare field
- A commitment to the family-centered approach and the family strengthening and empowerment models of practice
- An understanding of the 'Best Interests' framework, CYFA 2005 and Family Violence Protection Act 2008 is desirable
- An understanding of the gendered nature of family violence

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Technical competencies
 - Ability to engage individuals and families and to provide outreach services, sometimes in a difficult or stressful context
 - Demonstrated ability to work flexibly to meet the current needs of women, children, young people and, families
 - 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 organisational 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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