



Advanced Family Violence Practice Leader

Position Description

Family Violence



Stage: Issued  
Version: 1.005050
Issued: 12/02/2018
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Position Title: Advanced Family Violence Practice Leader
Location: Support and Safety Hub (Hub) Morwell.
Hours of Duty: As per Employment Agreement.
Duration: The period of employment is dependent upon ongoing funding.

Position Funding: Funding is provided through the State and/or Commonwealth Government.

Salary: Salary & conditions are as per the Quantum Enterprise Agreement 2015 and the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.

Classification: Level 8

Reports to: Stream Manager Family Services

Our Vision, Mission & Values:

Quantum is committed to providing accessible high quality, advocacy and support services that meet the needs of our community.

Our Vision

Quantum Support Services vision is to improve lives.

Our Mission

To improve lives by empowering people, particularly the vulnerable to reach their full potential.

Our Values

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our Vision and Mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

Respect:	Integrity:	Empowerment:
Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination	Quantum values being ethical and professional in our conduct	Quantum values sharing our knowledge to promote the choices and decision-making capacity of others

Primary Position Objectives:

The Advanced Family Violence Practice Leader is a practice leadership position in each Support and Safety Hub (Hub).

Auspiced by a Community Service Organisation (CSO) QUANTUM SUPPORT SERVICES within the Hubs network, the Advanced Family Violence Practice Leader will work in close partnership with the Hub Manager, other Practice Leaders (Integrated Practice Leader, Senior Child Protection Practitioner/s and Aboriginal Practice Leader) and Team Leaders to lead family violence practice in the Hub and support secondary consultations with internal and external service providers.

The Advanced Family Violence Practice Leader will be responsible for providing practice leadership on risk assessment, risk management and planning for family violence and providing expert advice to the Hub workforce in relation to complex family violence cases and perpetrator interventions.

The Advanced Family Violence Practice Leader will proactively build specialist evidence-based family violence knowledge and capability across the Hub workforce in line with the Hub Service Model and Integrated Practice

Framework.

Program Background:

Support and Safety Hubs

The Victorian Government has committed to implementing all 227 recommendations of the Royal Commission into Family Violence and to delivering on the vision described in *Roadmap for Reform: Strong families, Safe children*. 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.

Ending Family Violence: Victoria's Plan for Change released in November 2016, sets out the Victorian Government's commitment to establish a network of Hubs across all 17 Department of Health and Human Services (DHHS) areas. The Hubs will be central to Victoria's approach to addressing both family violence and ensuring child safety and wellbeing. The Hubs will also form a critical part of the broader service system response.

The *Support and Safety Hubs: State-wide Concept* (State-wide Concept) released in July 2017 describes the intent, scope, key functions and roles of the Hubs and how the Hubs will contribute to the vision and aspirations of Victoria's Plan for Change and Roadmap for Reform. It outlines what the Hubs will deliver across the state as part of the future service system; the approach government is taking, and a number of principles for the design of the Hubs.

The State-wide Concept highlights that the safety of victim survivors and children will be the Hubs' first priority. It also recognises that a gendered understanding of family violence and an understanding of child and family vulnerability are critical to effective services and systems.

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. Family Safety Victoria (FSV) will facilitate statewide coordination and development of the Hubs model, including with the support of a Hubs State-wide Reference Group. FSV will oversee the establishment of the Hub network in collaboration with the local Hub Leadership Groups, Hub Operations Leadership Groups and Hub Establishment Groups which will lead the implementation and management of the Hubs in each area. The Victorian Government has committed to the initial establishment of five launch sites in the 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 learning's. Future development of the service model will continue to be set at the state-wide level, informed by local practice and experience.

Role of Hubs

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 and family safety and wellbeing issues
- advice based on contemporary risk assessment tools and guidance and best available information
- specialist support and tailored advice for victims, families and children, and perpetrators
- a strong focus on perpetrator accountability
- connection and coordination of access to support
- an approach across the spectrum of prevention, early intervention and response
- 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 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 CSOs and bringing together workers from organisations that currently:

- receive police referrals for women 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 Hubs Team will include a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DHHS. For each launch site the size of the team will vary to reflect the local needs.

Duties and Responsibilities:

1. Leading and supporting family violence practice by:

- Providing specialist secondary case consultation and technical input on complex family violence cases and perpetrator interventions
- Providing specialist family violence expertise to the process of intake and assessment of responses to children's safety and wellbeing
- Co-working and providing daily specialist family violence support (as requested and required) for Team Leaders
- Where appropriate, jointly managing a small caseload of complex and/or sensitive family violence cases
- Working with practice leaders, Hub Team Leaders, and Hub practitioners where appropriate, to identify and resolve practice issues as they arise, especially where there are issues about family violence cases
- Supporting practitioners to understand the tactics of coercion, power and control used by perpetrators of family violence and to apply strategies to hold perpetrators to account
- Operating with autonomy and accountability in supporting specialist family violence practice.

2. Prioritising and approving Central Information Point (CIP) requests.

3. Prioritising and approving referrals to the Risk Assessment and Management Panel (RAMPs).

4. Leading, mentoring and developing Hub Practitioners and Team Leaders in family violence practice by:

- Building capability to deliver specialist family violence responses to victim survivors, children and families and perpetrators, informed by client experience and in line with the Integrated Practice Framework and relevant legislative frameworks (including (including the Children, Youth and Families Act 2005 and Child Wellbeing and Safety Act 2005)
- Supporting practitioners to engage effectively with those accessing services, identify and assess family violence risk, manage risk and prioritise safety and provide effective services
- Ensuring Hub practitioners are up to date with any developments in the evidence or practice of family violence risk assessment, risk management and planning and perpetrator interventions
- Providing practitioners with relevant information, resources and tools, to support safe and effective family violence responses as part of an integrated practice approach
- Modelling and supporting culturally safe, inclusive and responsive family violence practice
- Modelling integrated practice approaches and behaviours integral to ethical clinical practice, including accountability and responsibility for decision making
- Supporting professional development of practitioners in partnership with other Practice Leaders, Family Safety Victoria, CSOs, DHHS, Aboriginal organisations and other local workforce and training planning initiatives
- Contributing to reflective practice for the Hubs team in particular in relation to family violence knowledge and expertise.

5. Liaising with and providing specialist or secondary consultation to organisations and services within the Hub network in order to discuss direct service issues and ensure ongoing safety of victim survivors.

6. Working collaboratively with the RAMP coordinators to support multi-agency responses to people referred for RAMP in the Hub network.

7. Supporting system and service improvement by:

- Implementing systems and procedures to guide and improve specialist family violence practice, including risk assessment, risk management and planning
- Working in partnership with the Centre Manager, Team Leaders, and other CSO Managers where appropriate, to foster high quality service
- Fostering and facilitating family violence practice innovation
- Providing sound judgement and authoritative advice on risks, priorities, practice issues and opportunities

for service improvements to the Hub team, and where relevant the Hub Manager and/or relevant Hub governance groups

- Participating in the monitoring and delivery of projects to respond to local specialist family violence practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.

8. Building and maintaining positive relationships with key internal and external stakeholders to facilitate a partnership and integrated practice approach.

9. Managing stakeholders through effective negotiation and influence and harnessing this network to support clients and ensure effective Hub operations.

10. Keep accurate and complete records of your work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.

11. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.

Accountability:

Accountable to the Stream Manager Family Services.

Key Selection Criteria:

Knowledge and skills

1. Works collaboratively to drive cultural change: has a clear concept of the culture required to achieve integrated practice, and deliver effective, culturally safe and responsive services; designs and delivers innovative practices that enhance integrated practice and promotes quality practice standards; understands how to build and establish effective practice cultures, identifies change required, describes reasons for it and engages people who can deliver the change.
2. Expert knowledge and experience working in specialist family violence social services leadership roles: has established expertise and capability to lead and embed specialist family violence practice and perpetrator interventions across a multidisciplinary team; has demonstrated experience in applying risk assessment and risk management frameworks in a family violence context; has in-depth knowledge of the gendered nature of family violence, the drivers and causes of family violence and feminist, intersectionality and human rights frameworks pertaining to adults and children; knowledge and understanding of child development, attachment and trauma theories; has deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families; has knowledge of practice working with women, children, families, victims and perpetrators of family violence; has experience working with Victoria's diverse communities.
3. Stakeholder partnerships: identifies issues in common for one or more stakeholders and uses to build mutually beneficial partnerships; identifies and responds to stakeholder's underlying needs; uses understanding of the stakeholder's organisational context to ensure outcomes are achieved; find innovative solutions to resolve stakeholder issues.
4. Systems thinking: diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation.
5. Self-management: invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

Personal qualities

1. Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
2. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
3. Drive and commitment: enthusiastic and committed; demonstrates capacity for sustained effort and hard work; sets high standards of performance for self and others; enjoys a vigorous and dynamic work environment.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

Qualifications

Professional clinical experience and relevant qualification(s) in social work, welfare, psychology or a related discipline is essential.

Specialist Expertise

- A strong knowledge and understanding of the drivers/causes of family violence and child and family vulnerability, as well as the child and family services and/or broader social services sector and their fundamental practices and theories is required.
- Demonstrated experience in leading family violence practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities is required.

Other relevant information:

Type in text for **Other relevant information** here.

Mandatory Requirements:

- Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone number(s) of three referees.

Conditions of Employment:

- The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum Support Services, complete a successful National Police History Check and Referee Check prior to commencing employment, and provide confirmation of a Working With Children Check.
- The successful applicant is required to comply with the policies of Quantum Support Services Inc.
- A current Victorian driver's license is required, that is not at risk of being cancelled.
- This position description is subject to an annual review.
- 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. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website www.immi.gov.au and can be searched for under the phrase, 'penal clearance certificate'.

Revision History:

Position created 12th February 2018



Acknowledgement:

Please sign and date to acknowledge you have read and understood this position description.

Employee:

Name: _____

Signature: _____

Date: ____/____/____

Manager

Name: _____

Signature: _____

Date: ____/____/____

 [Click here to acknowledge that you have read and understand this document](#)