





Hub Practitioner (Support and Safety Hub)

Position Description

Family Violence



Stage: Issued  
Version: 2.005010
Issued: 14/03/2018
Next Review: 13/03/2021

Position Title:	Hub Practitioner (Support and Safety Hub)
Location:	Quantum Support Services - Morwell Office and Support and Safety Hub site.
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:	Social and Community Services Level 6.
Reports to:	Integrated Team Leader 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:

Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination

Integrity:

Quantum values being ethical and professional in our conduct

Empowerment:

Quantum values sharing our knowledge to promote the choices and decision-making capacity of others

Primary Position Objectives:

The Hub Practitioner will be employed by Quantum Support Services within the Support and Safety Hub (the Hub) network as part of a multidisciplinary team of practitioners to deliver high quality, safe and effective responses to 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 Integrated Team Leader on a day-to-day basis with formal line-management and supervision also provided. The practitioner will also receive support and guidance from the Hub Practice Leaders.

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 Support and Safety Hubs (Hubs) across all 17 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: Statewide Concept* (Statewide 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 Statewide 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 and 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 Statewide 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 and 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 learnings. Future development of the service model will continue to be set at the statewide 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 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 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 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 resources.

Duties and Responsibilities:

Community Development & Networking

To establish and strengthen linkages and protocols between the Support and Safety Hub, Family Violence Service, Family Services, Homelessness services, Victoria Police, Child Protection, Centrelink, Office of Housing, emergency relief agencies and other appropriate services.

To work cooperatively with other government and non-government agencies in maintaining an effective and responsive service delivery system for women, children and families, keeping the perpetrator in view.
To participate in community education by providing and disseminating information and increasing the awareness of the impact of family violence on our community to other agencies, community groups, local government etc.

Agency Participation

Participate in regular supervision, review and individual planning, including the identification of training needs. Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.

Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the Agency's service delivery and contribute to future planning.

Contribute to Quantum Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews.

Administration

Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act.

Carry out necessary administrative tasks, including:

Compiling workers or other reports on a monthly basis or as requested.

Daily & monthly collection of data for both internal and external purposes.

Completion of relevant forms in accordance with Quantum policies and procedures.

Performing tasks such as filing & correspondence.

Maintaining accurate records.

Maintaining Case Files within the guidelines of the Quantum Service Delivery Manual.

General

Perform other duties relevant to Quantum's operations as directed by the Practice and Team Leader, Stream Manager and General Managers.

Occupational Health and Safety

Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity practices in accordance with Quantum policies and procedures

Accountability:

The position is accountable to the Integrated Team Leader "Support and Safety Hub, Stream Manager - Family Services and General Manager - Children, Youth and Family Services.

Key Selection Criteria:

Essential Qualifications

1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level experience in relevant field, or substantial experience in a relevant field and a willingness to commence and complete a minimum of a diploma qualification during employment
2. Proven ability to implement key theory, particularly Family Violence theory, in practice

Experience, Skills and Knowledge

1. Well rounded understanding of Family Violence drivers, risk assessment and safety planning
2. Experience working with families and children experiencing complex needs and risk issues in any of the following services areas: Family Services, Child Protection, Housing, Family Violence, Disability, Mental Health and/or Alcohol and Other Drugs
3. Demonstrated ability to conduct comprehensive safety and wellbeing assessments and work within the Best Interests Principles' as outlined within the Children, Youth and Families Act 2005

4. Proven ability to engage with families who are reluctant to use support services
5. Sound knowledge and experience working within theories including systems, trauma informed, Family Violence and strengths-based
6. Demonstrated ability to develop and maintain strong collaborative relationships and partnerships with key stakeholders
7. Excellent communication and time management skills, and ability to be self-directed
8. Ability to embrace new technology to enhance productivity and effectiveness
9. Computer skills (intermediate level or above) in a Windows and Google Drive environment including word processing, data collection and entry, internet and email.

Attributes

1. Employs an ethical and professional approach to practice
2. Commitment to child-focused, child-inclusive practice and strength-based interventions
3. Ability to articulate and reflect upon personal and professional values
4. Commitment to meeting the needs of at risk families, children and youth, guided by the organisation's whole of family approach and community based model of service delivery
5. Commitment to social innovation and learning organisation disciplines.

Desirable

- Ability to think broadly and holistically in relation to Family Violence and interventions with children and families
- Sound understanding of the Integrated Family Services and Child Protection systems, and ability to liaise and negotiate with DHHS Child Protection in relation to addressing protective concerns for children
- Demonstrated experience in developing and managing community education strategies in a manner that engages a diverse range of stakeholders
- Understanding and appreciation of the community's cultural diversity and equal opportunity principles
- Experience with client data entry IT systems
- Fluency in a second language, other than English.

Mandatory Requirements:

1. A current and valid Victorian driver's license is required at all times.
2. A current and valid Working with Children Check is required at all times.
3. Complete a successful Police Check prior to commencement of employment and every 3 years thereafter.

Conditions of Employment:

The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum, complete a successful Police 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 and procedures of Quantum.

This position description is subject to an annual review.

Revision History:

Position created 22nd February 2018



Acknowledgement:

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

Employee:	Manager
Name: _____	Name: _____
Signature: _____	Signature: _____
Date: ____/____/____	Date: ____/____/____

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