




Practice Leader - Family Violence (Morwell, Refuge and Baw Baw).
 Position Description
 Family Services

Stage: Issued 
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- Position Title:** Practice Leader - Family Violence (Morwell, Refuge and Baw Baw).
- Location:** Quantum - Morwell Office, Refuge and Warragul Office.
- 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 7.
- 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 Practice Leader Family Violence operates within the Family Services Stream.
- To be responsible for a direct service delivery to women and children in the community who are experiencing or escaping from family violence and to assist them to achieve the greatest possible degree of self-reliance and independence.
- To provide an accommodation service which is accessible to all women and offers equal support to women regardless of age, race, culture, sexual preference, class and ability which is supportive of the individual needs of women. The service operates from a feminist philosophy.
- To provide outreach services to women in the Latrobe catchment areas and to facilitate community awareness of the rights of women and the prevention of Family Violence.

- To provide case management support services to clients.
- To provide a leadership role within the Family Violence Service.

Duties and Responsibilities:

Practice Leader Responsibilities

- Assist the Stream Manager in supporting staff to meet program and agency goals and ensure appropriate standards of practice.
- Monitor caseload demands and allocate cases to team members in consultation with the Stream Manager.
- Ensure the program's administration functions are completed accurately and on time, including assisting in meeting internal and external data collection and reporting requirements.
- Maintain the morale of the program area and encourage a positive team building approach to service delivery.
- Attend scheduled team meetings and assist in the development of meeting agenda's.
- Participate in the ongoing implementation, evaluation and monitoring of the program's service delivery requirements and contribute to program planning.
- Assist the Stream Manager in identifying and developing quality improvement initiatives.
- Coordinate and participate in On-Call After-Hours service response for clients of the program.
- Deputise for the Stream Manager as required.

Staff Support

- Assist the Stream Manager in staff selection, staff induction and staff evaluation / appraisal.
- Provide day-to-day support to team members in relation to the delivery of effective case management, including assistance to staff in clarifying case issues and assist with debriefing when required.
- Provide regular formal supervision and conduct annual staff reviews in line with agency policy.
- Assist information flow between management and program staff.
- Assist in identifying staff training needs.

Service Delivery

- In negotiation with the Stream Manager be responsible for a caseload of clients during period of program demand or client complexity.
- Ensure staff contribute to an integrated approach to service delivery for clients accessing the program.
- To provide a contact service for women and women with children in the service delivery area who have experienced or are experiencing family violence.
- To be responsible for ensuring that the service users and their children have access to community resources such as legal supports and advice, health care and counselling programs, income security and financial aid, childcare, employment training, educational or recreational programs and safe, secure and affordable accommodation.
- To assist all women accessing the program to identify their own needs and work with them within the context of a case management approach to service delivery
- To protect confidentiality and ensure the safety, rights and dignity of service users are maintained at all times.
- To be available for roster for the On-Call After-Hours as negotiated with the Stream Manager.

- To accept referrals from the Women's Family Violence Crisis Service and other referral agencies for women and children who are experiencing or are escaping from Family Violence and require Refuge accommodation or Outreach support.
- To understand and maintain security measures at the Refuge, and other service locations and ensure that service users also understand the measures and their responsibilities regarding security.
- To facilitate the running of regular house meetings of current residents at the Refuge.
- To facilitate the smooth handover process for women leaving the Refuge to the Outreach component of the service and offer support and assistance to those women and their children.
- To facilitate structured support programs and activities for women and children who are experiencing or escaping family violence.
- Ensure staff provide clients with information and referral to a broad range of community resources.

Community Development & Networking

- To establish and strengthen linkages and protocols between the Family Violence Service, housing services, Victoria Police, Child Protection, Centrelink, Department of Health and Human Services Housing program, 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 and their children escaping family violence.
- 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, provided by Stream Manager.
- 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's policy processes in response to local, State and Commonwealth Government policy changes and reviews.
- Provide On-Call After-Hours availability to Department of Health and Human Services and agency clients.

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 daily operations as directed by the Stream Manager, General Manager and Chief Executive Officer.

Occupational Health and Safety & Equal Opportunity Practices

- 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.

Key Selection Criteria:

Practice Leader Functions

1. Demonstrated ability and experience in leadership including the capacity to lead and support the team and individual staff.
2. Excellent communication and interpersonal skills which can be appropriately used when working with clients, families, colleagues, Government Departments and community organisations.
3. Demonstrated ability to implement, monitor and evaluate a service that meets clients' needs, within policy and program guidelines as provided via funding and service agreements and Quantum.

Service Delivery Functions

1. An understanding of the social and political issues impacting on women and children escaping family violence
2. A demonstrable understanding of and commitment to feminist philosophy.
3. Demonstrated experience and knowledge of case management practices.
4. Previous experience in working with the client group and the ability to engage people who are experiencing or have experienced family violence.
5. A working knowledge of confidentiality and security issues for clients and workers as it relates to the family violence field.
6. Previous experience in crisis intervention and assessment with strong conflict resolution skills.
7. A commitment and ability to create strong links with appropriate services/networks and an understanding and knowledge of available resources in the region.
8. Demonstrated capacity to deliver culturally sensitive practices in working with client group.
9. An understanding of team responsibilities and dynamics, and the skills required to be an effective team member.

General

1. Competent literacy and computer skills.
2. Ability to work with minimal direction and supervision.
3. Excellent time management skills.
4. Enthusiasm, energy and interpersonal skills.

Mandatory Requirements:

- Appropriate tertiary qualifications (Diploma or above) and / or extensive experience relevant to this position.
- 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,

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.
- A current Victorian driver's license is required at all times.
- This position description is subject to an annual review.

Accountability:

The position is accountable to the Stream Manager, General Manager and Chief Executive Officer.

Internal Files/Links:

[Eziway Salary Packaging](#)

other - human resources

Revision History:

Last updated September 2016.



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](#)