




# Family Violence Support Worker - Morwell

## Position Description

### Family Violence



**Stage:** Issued   
**Version:** 5.005012  
**Issued:** 13/07/2018  
**Next Review:** 13/02/2019 

- Position Title:** Family Violence Support Worker - Morwell
- Location:** Quantum Support Services - Morwell Office, however as the Family Violence Service covers Baw Baw, Latrobe and Wellington Shires the work location may be subject to change dependent on program needs.
- 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 5.
- Reports to:** Practice Leader - Family Violence 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:

- To be responsible for 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 women and children escaping family violence which offers equal support to women regardless of age, race, culture, sexual preference, class and ability which is supportive of the individual needs of women and her children. The service operates from a feminist philosophy.
- To provide outreach services to women and children across the Service's catchment areas and to facilitate community awareness of the rights of women and her children and the prevention of Family Violence.
- To provide case management support services to clients.

## Duties and Responsibilities:

### Service Delivery

- 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 contribute to an integrated approach to service delivery for clients accessing the service.
- To be responsible for ensuring that 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 and children 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 afterhours on-call as negotiated with the Practice Leader.
- To accept referrals from the Women's Family Violence Crisis Service, safe steps and other referral agencies for women and children who are experiencing or are escaping from family violence and require crisis accommodation or outreach support.
- To understand and maintain security measures at the Women's Refuge, and other service locations and ensure that service users also understand the measures and their responsibilities regarding security.
- To ensure all residential facilities are maintained to a level that provides a clean and safe environment for clients.
- To facilitate structured support programs and activities for women and children who are experiencing or escaping family violence.
- To support the local Support and Safety Hub, by providing a backfill role as negotiated with the Practice Leader and/or Stream Manager. Work within a specialist discipline to deliver Hub services and develop an understanding and capabilities to work safely across other areas of specialisation, such as perpetrator, children, youth and families, (with appropriate training and supervision). Backfill Hub Practitioner role will require screening and triage, assessment, crisis response, 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.

### Community Development & Networking

- To establish and strengthen linkages and protocols between the Family Violence Service, housing 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 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 Practice Leader and 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 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 and other Acts relating to information sharing.
- Carry out necessary administrative tasks, including:
  - Compiling 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 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.

## **Key Selection Criteria:**

### **Service Delivery**

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

### Mandatory Requirements:

- Completed application must address the key selection criteria, include a covering letter and 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 Practice Leader - Family Services, Stream Manager - Family Services and General Manager - Children, Youth and Family Services.

### Internal Files/Links:

[Eziway Salary Packaging](#)

other - human resources

### Revision History:

Last updated February 2017.  
Reviewed July 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](#)