



Quantum
Support Services

Hub Team Leader - Specialist Family Violence (The Orange Door - Inner Gippsland)
Position Description
Family Violence

Stage: Issued
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Position Title: Hub Team Leader - Specialist Family Violence (The Orange Door - Inner Gippsland)
Location: Quantum - Morwell Office, and The Orange Door, Morwell
Hours of Duty: As per Employment Agreement
Duration: The period of employment is dependent on 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 Violence

Our Vision, Core Principles and Goals:

Our Vision

Our Vision is to enrich the wellbeing of Gippslanders

Our Core Principles:

- we are inclusive
- we are accountable
- we strive for sustainable outcomes
- we are proactive
- we show care
- we are agile and adaptive

Our Goals:

- provide the right services and programs in the right places
- increase access to early intervention and prevention services
- attract, engage and invest in our people
- build the profile of Quantum
- achieve a sustainable business model

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 Job Purpose:

Employed by Quantum Support Services, the Hub Team Leader - Specialist Family Violence will lead and support an integrated approach 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.

Primary Position Objectives:

Leading an integrated practice approach and facilitating decision making by:

1. Providing day to day support and case consultation and direction to Hub Practitioners
2. Supporting Hub Practitioners to embed systems and procedures to guide an integrated practice

approach

3. Operating with autonomy and accountability in leading an integrated practice approach in teams.

Providing leadership and support to Hub Practitioners by:

1. Leading, mentoring and developing Hub staff in case practice
 2. Where appropriate, jointly managing a small caseload of complex and/or highly sensitive cases
 3. Co-working with and providing daily support (as requested and required) to other team Leaders in the Hub
 4. Working in partnership with the other Hub Leadership members, where appropriate, to foster high quality service
 5. Modelling integrated practice approaches and behaviours integral to ethical practice, including accountability and responsibility for decision making
 6. Promoting continuous improvement in professional practice and the delivery of an integrated approach to Hub services
 7. Providing practitioners with relevant information and access to systems to support safe and effective practice approaches.
- Building capability of practitioners to deliver a multi-agency response to family violence, perpetrator interventions and child and family development, functioning in line with the Hub's Service Model, Integrated Practice Framework and relevant legislative frameworks (including the *Children, Youth and Families Act 2005* and *Child Wellbeing and Safety Act 2005*).
 - Building and maintaining positive relationships with key stakeholders both internal and external to the Hub to facilitate a partnership and an integrated practice approach.
 - Using the Client Relationship Management System (CRM) for recording, analysis and review of client information.
 - Keeping accurate and complete records of work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.
 - Taking 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.

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 Operational 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 multi-agency 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
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services

The Hub Team includes a mix of staff employed by FSV, CSOs, Aboriginal services and DHHS. For each Hub site the size of the team will vary to reflect the local resources.

Duties and Responsibilities:

Team Leadership

1. Assist the Stream Manager in supporting staff to meet program and agency goals and ensure appropriate standards of practice
2. Monitor caseload demands and allocate cases to team members in consultation with the Advanced Family Violence Practice Leader and/or Quantum Stream Manager
3. Ensure the program's administrative functions are completed accurately and on time, including assisting in meeting internal and external data collection and reporting requirements
4. Maintain the morale of the program area and encourage a positive team building approach to service delivery
5. Attend scheduled team meetings and assist in the development of meeting agendas
6. Participate in the ongoing implementation, evaluation and monitoring of the program's service delivery requirements and contribute to program planning
7. Assist in identifying and developing quality improvement initiatives

8. Participate in On-Call or After-Hours service response for clients of the family violence program
9. Deputise for the Stream Manager and/or the Advanced Family Violence Practice Leader as required

Staff Support

1. Assist the Stream Manager in staff selection, staff induction and staff evaluation/appraisal
2. Provide day-to-day support in clarifying case issues and assist with debriefing when required
3. Provide regular formal supervision and conduct annual staff reviews in line with agency policy
4. Assist information flow between management and program staff, both within the Hub and within Quantum
5. Assist in identifying staff training needs

Service Delivery

1. In negotiation with the Stream Manager and/or Advanced Family Violence Practice Leader, be responsible for a caseload of clients during periods of program demand and/or client complexity
2. Ensure staff contribute to an integrated approach to service delivery for clients accessing the program
3. Protect confidentiality and ensure the safety, rights and dignity of service users are maintained at all times

Community Development and Networking

1. Work cooperatively with other government and non-government agencies in maintaining an effective and responsive service delivery system for women and their children escaping from family violence
2. Participate in community education by providing and disseminating information and increasing the awareness of family violence, child and family vulnerability and perpetrator accountability within our community to other agencies, community groups, local government etc

Agency Participation

1. Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Stream Manager
2. Participate and operate effectively within a team environment and attend and contribute to team meetings and agency staff meetings
3. Demonstrate commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery, including contribution to future planning
4. Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews

Administration

1. Maintain requirements for the release of information between services and keep accurate records as required by the Family Violence Information Sharing Scheme and the Child Information Sharing Scheme.
2. Carry out necessary administrative tasks including:
 - Compiling workers' or other reports on a monthly basis or as requested
 - Daily and monthly collection of data for both internal and external purposes
 - Completion of relevant forms in accordance with Quantum's policies and procedures
 - Performing tasks such as filing and correspondence
 - Maintaining accurate records
 - Maintaining accurate data on the Client Relationship Management (CRM) System

General

Perform other duties relevant to Quantum's daily operations as directed by the Stream Manager, Executive Director and Chief Executive Officer

Occupational Health and Safety and 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's policies and procedures

The position is accountable to the Stream Manager - Family Violence and Executive Director

Key Selection Criteria:

Experience, Skills and Knowledge

1. Excellent risk identification and management skills
2. Working systematically with families impacted by Family Violence
3. Skilled in providing specialist family violence supervision, training and leadership
4. Demonstrated ability to develop and maintain strong collaborative relationships with partnerships with key stakeholders
5. Understanding of key Family Violence frameworks, including CRAF, RAMP and TRAM
6. Understanding of key underpinning theories: Feminist theory, Family Violence practice, Trauma Theory, Systems Theory, Attachment Theory
7. Working with families and children experiencing complex needs and risk issues in any of the following service areas: Family Services, Child Protection, Housing, Family Violence, Disability, Mental Health and/or Alcohol and Other Drugs
8. Excellent written, oral and interpersonal communication and time management skills, and ability to be self directed
9. Ability to embrace new technology to enhance productivity and effectiveness
10. An in-depth understanding of the complexities of family violence
11. Community engagement strategies in vulnerable communities
12. Knowledge of working with vulnerable communities, in particular Aboriginal, CALD and LGBTI
13. Ability and willingness to manage projects (design, deliver, evaluate)
14. Ability to lead and support continuous quality improvement

Attributes

1. Employs an ethical and professional approach to practice
2. Ability to motivate and build a high performing team work environment
3. Commitment to parent and child- focused inclusive practice and strength-based interventions
4. Ability to articulate and reflect upon personal and professional values
5. Commitment to meeting the needs of at risk families, children and youth
6. Ability to think broadly and holistically in relation to Family Violence and interventions with children and families with a commitment to social innovation and learning

Desirable

- 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
- Experience with client data entry IT systems
- Fluency in a second language other than English

Qualifications

1. Tertiary qualifications in Social Work, Psychology, Counselling, Family Therapy or related field or substantial experience in a related field and willingness to commence and complete a minimum of diploma qualification during employment
2. Eligibility for membership of an appropriate professional association

Mandatory Requirements:

A current and valid Victorian driver's license is required at all times.

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

Completed application must address the key selection criteria and include a current resume that contains, or has attached, the names, 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.

This position description is subject to an annual review.

Revision History:

Position created 5 April 2019

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](#)