

## POSITION DESCRIPTION



<b>Position Title:</b>	Family Violence Support Worker - Morwell
<b>Location:</b>	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.
<b>Reports To:</b>	Practice Leader - Family Violence Services.
<b>Key Internal Contacts: (Program)</b>	The position is accountable to the Practice Leader - Family Violence, Stream Manager - Family Violence and Executive Director.
<b>Hours of Duty:</b>	As per the Employment Agreement
<b>Salary Classification:</b>	SCHADS Award Level 5

### About Quantum

Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:

- Homelessness including youth crisis accommodation
- Tenancy advocacy and support
- Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
- Family violence support for women and children
- Youth programs
- Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people. Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcome and valued.

In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.

<b>Vision:</b>	Our Vision is to enrich the wellbeing of Gippslanders
<b>Values:</b>	Respect, Integrity, Empowerment
<b>Our Core Values:</b>	<ul style="list-style-type: none"> <li>• we are inclusive</li> <li>• we are accountable</li> <li>• we strive for sustainable outcomes</li> <li>• we are proactive</li> <li>• we show care</li> <li>• we are agile and adaptive</li> </ul>

<b>Our Goals</b>	<ul style="list-style-type: none"> <li>• Provide the right services and programs in the right places.</li> <li>• Increase access to early intervention and prevention services.</li> <li>• Attract, engage and invest in our people.</li> <li>• Build the profile of Quantum.</li> <li>• Achieve a sustainable business model</li> </ul>
------------------	--

<b>Primary Position Objectives:</b>	
<p>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. The service operates from an Intersectional Feminist Philosophy.</p> <p>To provide a 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.</p> <p>To provide outreach services and case management to women and children across the service's catchment areas.</p> <p>To facilitate community awareness of the rights of women and their children and the prevention of Family Violence.</p>	

<b>Duties and Responsibilities</b>	
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• To provide a case management service for women and women with children in the local government area who have experienced or are experiencing family violence.</li> <li>• To contribute to an integrated approach to service delivery for clients accessing the service.</li> <li>• To be responsible for ensuring that clients 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 and training, educational or recreational programs and safe, secure and affordable accommodation.</li> <li>• 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.</li> <li>• To protect confidentiality and ensure the safety, rights and dignity of service users are maintained at all times.</li> <li>• To accept referrals from The Orange Door – Inner Gippsland Area, for women and women with children who are experiencing or are escaping from family violence and who require case management and outreach support.</li> <li>• To support The Orange Door, 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.</li> </ul>
<b>Community Developing &amp; Networking</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Agency Participation</b>	<ul style="list-style-type: none"> <li>Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Practice Leader and Stream Manager.</li> <li>Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.</li> <li>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.</li> <li>Contribute to Quantum Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>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. Maintain requirements in line with Legislation relating to information sharing for the FVISS &amp; CISS as related to the MARAM framework.</li> <li>Carry out necessary administrative tasks, including: <ul style="list-style-type: none"> <li>Compiling reports on a monthly basis or as requested.</li> <li>Daily &amp; monthly collection of data for both internal and external purposes.</li> <li>Completion of relevant forms in accordance with Quantum policies and procedures.</li> <li>Performing tasks such as filing &amp; correspondence.</li> <li>Maintaining accurate records including maintaining Case Files within the guidelines of the Quantum Service Delivery Manual.</li> </ul> </li> </ul>
<b>General</b>	Perform other duties relevant to Quantum Support Services' daily operations as directed by the Practice Leader and Quantum Support Services Line Management.
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Promote a safe workplace for colleagues and clients in accordance with OH&amp;S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.</li> <li>Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.</li> </ul>

Key Selection Criteria	
	<p><b><u>Service Delivery</u></b></p> <ol style="list-style-type: none"> <li>An understanding of the social and political issues impacting women and children escaping family violence.</li> <li>A demonstrable understanding of and commitment to Intersectional Feminist Philosophy.</li> <li>Demonstrated experience and knowledge of case management practices.</li> <li>Previous experience in working with this client group and the ability to engage people who are experiencing or have experienced family violence.</li> <li>A working knowledge of confidentiality and security issues for clients and workers as it relates to the family violence field.</li> <li>Understanding of the MARAM Framework and Family Violence Information Sharing Scheme and Children's Information Sharing Scheme.</li> <li>A commitment and ability to create strong links with appropriate services/networks and an understanding and knowledge of available resources in the region.</li> <li>Demonstrated capacity to deliver culturally sensitive practices in working with the client group.</li> <li>An understanding of team responsibilities and dynamics, and the skills required to be an effective team member.</li> </ol>

	<p><b><u>General</u></b></p> <ol style="list-style-type: none"> <li>1. Competent literacy and computer skills.</li> <li>2. Ability to work with minimal direction and supervision.</li> <li>3. Excellent time management skills.</li> <li>4. Enthusiasm, energy and interpersonal skills.</li> </ol>
<b>Mandatory Qualifications</b>	
	<ul style="list-style-type: none"> <li>• Tertiary qualifications in a relevant discipline.</li> </ul>

<b>Conditions of Employment</b>	
<b>Required</b>	<ul style="list-style-type: none"> <li>• Current Working with Children Check (full not voluntary)</li> <li>• Current Victorian Police Check (with no findings)</li> <li>• Compliance with Quantum’s Child Safe Standards</li> <li>• The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation.</li> <li>• The successful applicant is required to comply with the policies of Quantum Support Services Inc.</li> <li>• This position is subject to an annual Review.</li> </ul>

<b>Document Tracking</b>	<b>Version</b>	<b>Issue date</b>	<b>Review Date</b>
	5.005012	13/07/2018	13/02/2019
Reviewed and updated	6	05/03/2021	05/03/2024