

POSITION DESCRIPTION



Position Title:	Specialist Family Violence Team Leader
Location:	Quantum Support Services - The Orange Door, Morwell
Reports To:	Family Violence Advanced Manager
Hours of Duty:	As per the Employment Agreement
Salary Classification:	SCHADS Award Level 7
PD number:	FVTOD103

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.

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

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 Objective

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

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

<p>Team Leadership</p>	<ul style="list-style-type: none"> • 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 Advanced Family Violence Practice Leader and/or Quantum Stream Manager. • Ensure the program's administrative 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 agendas. • Participate in the ongoing implementation, evaluation and monitoring of the program's service delivery requirements and contribute to program planning. • Assist in identifying and developing quality improvement initiatives. • Participate in On-Call or After-Hours service response for clients of the family violence program. • Deputise for the Stream Manager and/or the Advanced Family Violence Practice Leader as required
<p>Staff Support</p>	<ul style="list-style-type: none"> • Assist the Stream Manager in staff selection, staff induction and staff evaluation/appraisal. • Provide day-to-day support 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, both within the Hub and within Quantum 5. Assist in identifying staff training needs
<p>Service Delivery</p>	<ul style="list-style-type: none"> • 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. • Ensure staff contribute to an integrated approach to service delivery for clients accessing the program. • Protect confidentiality and ensure the safety, rights and dignity of service users are maintained at all times.
<p>Community Development & Networking</p>	<ul style="list-style-type: none"> • 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. • 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.
<p>Agency Participation</p>	<ul style="list-style-type: none"> • Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Line Manager.

	<ul style="list-style-type: none"> • 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. • 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 & CISS as related to the MARAM framework.
Administration	<ul style="list-style-type: none"> • Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants • Maintaining accurate records. • Maintain case files for all program participants. • Reporting on a weekly, monthly basis or as requested.
General	<ul style="list-style-type: none"> • Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. • Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.
Health and Safety	<ul style="list-style-type: none"> • 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. • Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.

Key Selection Criteria	
	<p><u>Experience, Skills and Knowledge</u></p> <ol style="list-style-type: none"> 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 <p><u>Attributes</u></p> <ol style="list-style-type: none"> 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.

	<ol style="list-style-type: none"> 4. Ability to articulate and reflect upon personal and professional values. 5. 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. 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.
Mandatory Qualifications	
	<ul style="list-style-type: none"> • Appropriate tertiary qualifications with a minimum Bachelor degree (Social Work, Psychology, Family Therapy or Trauma Related Fields) and experience relevant to this position. • Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address and telephone numbers of three referees.

Conditions of Employment	
Required	<ul style="list-style-type: none"> • Provision of valid Working with Children Check (full not voluntary) • Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter. • Compliance with Quantum's Child Safe Standards • Entitlement to work within Australia • 6 months probationary period • The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. • The successful applicant must confirm their acceptance of the Offer of Employment from Quantum Support Services Inc. via the People Learning & Culture Portal. • The successful applicant is required to comply with the policies of Quantum Support Services Inc. • This position is subject to an annual Review.

Version 4. 3/6/2021

Document Tracking	Version	Issue date	Review Date
E-key transfer	1.	29 th April 2019	28 th April 2022
Reviewed	2.	28 th June 2021	27 th June 2024