

POSITION DESCRIPTION



Position Title:	Supporting Recovery Practitioner (Family, Domestic and Sexual Violence)
Location:	Baw Baw and Latrobe
Reports To:	Team Leader Family Violence
Hours of Duty:	As per the Employment Agreement
Salary Classification:	SCHADS Award Level 5
Position Number:	10189

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 sites 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 and 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 role description and any other duties that reasonably fit within the level and scope for this role.

Pilot Program

This role is part of a pilot project, which means it is externally funded for an initial small-scale implementation to prove the viability of the approach and assess the benefits to victim survivors and the wider community. As the funding is provided on a fixed term basis, no guarantee of ongoing employment can be made beyond the contract period. The role may also be subject to review and adjustment during the pilot, to incorporate learnings from the project.

Primary Position Objective

- To be responsible for long term trauma informed service delivery to victim survivors in the community who maybe experiencing mental health challenges due to Family, Domestic and Sexual violence and assist them to achieve the greatest possible degree of healing and recovery.
- To be responsible for effectively identifying, assessing and managing family violence risk by completing Comprehensive Risk Assessments and Safety Plans for all victim survivors, including children and young people as required by the MARAM Framework as per Family Violence Protection Act 2008.

- To provide a service which is accessible to victim survivors escaping Family, Domestic and Sexual Violence which offers equal support to victim survivors regardless of age, race, culture, sexual preference, class and ability which is supportive of the individual needs of victim survivors.
- To provide care coordination and case management to victim survivors as well as access to trauma informed mental health care as part of their longer-term recovery.

Duties and Responsibilities	
	<ul style="list-style-type: none"> • Assess mental health level of care and provide longer-term trauma informed care coordination and case management for victim survivors who have experienced Family, Domestic and Sexual violence.
	<ul style="list-style-type: none"> • Provide victim survivors access to trauma informed mental health care and contribute to an integrated approach to service delivery
	<ul style="list-style-type: none"> • Assist all victim survivors to identify their own needs and work with them to develop an integrated recovery care plan within the context of a care coordination and case management approach to service delivery. • Be responsible for warm referrals to other appropriate services, dependent on need and take on the referral burden so the victim survivor does not need to retell their experience.
	<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 victim survivors of Family, Domestic and Sexual Violence.
	<ul style="list-style-type: none"> • Protect confidentiality and ensure the safety, rights and dignity of service users are maintained at all times.
Agency Participation	<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. • 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"> • Consider and recommend reasonable wellbeing initiatives that could benefit Quantum Staff. • Report Health and Safety incidents using Quantum's OHS reporting system and encourage team members to do this also. • Follow up safety matters relating to equipment, building and other safety issues with the Wellbeing and Safety Coordinator.

Key Selection Criteria

**Quantum Capability Framework – Specialist Family Violence
(Entry Practitioner Level)**

Capabilities

1. Engages Effectively

- Provides responses within appropriate theoretical and practice based frameworks and Engages appropriately with those from diverse communities
- Demonstrate a belief, respect, and valuing of knowledge and lived experience and avoids stereotyping.
- Engages in active listening and asks open ended questions to build trust and understand individual circumstances and needs
- Uses culturally sensitive language to engage in a respectful way with an understanding of the local culture and customs
- Respectful of the ways in which victim survivors have made decisions to manage their own safety
- Explains client rights and responsibilities in regard to limited confidentiality and when information-sharing with specific services or authorities is required
- Articulates that perpetrators are responsible for their behaviour and that victim survivors are not to blame
- Identifies and responds to intersecting factors impact on the experience of family violence
- Provides information to victim survivors to support them in understanding the service system and navigating barriers to assistance
- Recognises, challenges and rejects attempts by perpetrators to minimise or deny their use of violence

2. Identify and Assess Risk

- Identifies family violence risk factors in accordance with the Family Violence Risk Assessment and Risk Management Framework
- Articulates the physical, emotional and behavioural indicators of family violence and sexual assault victimisation
- Engages in active listening and asks open ended questions of clients in a sensitive, respectful and non-judgmental manner to explore their family violence risks and protective factors
- Seeks information required to assess whether clients are at risk of further violence or witnessing this violence
- Monitors and assesses risk to own safety and reports any threats to personal safety according to agency/organisation policies and procedures
- Explains client rights and responsibilities in regard to limited confidentiality and informs clients when risk indicates that information sharing with specific services or authorities is required
- Modifies practice to address the dynamics and shifting nature of risk and supports the online safety of clients
- Asks open ended questions of perpetrators to understand individual circumstances that may impact on the risk of violence and control escalating in severity
- Conducts preliminary risk assessments with perpetrators, following identification or disclosure of family violence, and in consultation with specialist perpetrator services

	<p>3. Managers Risk and Priorities Safely</p> <ul style="list-style-type: none"> • Manages all levels of risk, in an ongoing way and promotes accountability and establishes change-promoting relationships with perpetrators • Provides secondary consultation for identifying, preliminary and comprehensive levels of risk assessments and reviews and accepts referrals as required • Develops safety plans that are responsive to risks assessed • Manages ongoing safety needs of victim survivors of family violence • Foreshadows the need of services to participate in development, implementation, monitoring and adjustment of case plans, as required • Consults with, reports or refers to services where there are concerns for children’s safety or wellbeing • Explores with perpetrators the kinds of relationships they want to have with partners, children and family members and examine how their violence undermines fulfillment of these aspirations • Intensively examines perpetrators’ commitment to their partner and children’s safety and their willingness to comply with court orders and motivation for change • Maintains accountability processes throughout an intervention with perpetrators • Builds and maintains collaborative relationships with specialist women’s and children’s family violence practitioners <p>4. Advocates for Reform</p> <ul style="list-style-type: none"> • Sources material to support work with the media and the community • Develops case studies to support delivery of public presentations. • Participates in networks and coalitions focusing on policy and legislative reform, as required • Participates in practice research activities, as required. • Develops case studies which make visible areas of policy requiring reform <p>5. Provides Effective Service</p> <ul style="list-style-type: none"> • Works within a multidisciplinary team to document, implement, monitor and modify case management plans designed to address the ongoing needs of victim survivors or perpetrators of family violence • Assists victim survivors of family violence to identify; how the violence has impacted on their children and relationships with their children, their protective actions and how these were undermined by the perpetrator and future actions to re-establish a strong parenting role with their children. • Adheres to confidentiality protocols of their service and understands information sharing laws and regulations, including when the level of risk indicates that information should be shared to lessen or prevent that risk even without consent. • Undertakes individual advocacy on behalf of victim survivors of family violence. • Makes referrals to other agencies, as required. • Documents case notes and reports according to best practice and organisational standards.
<p>Experience / Knowledge</p>	<ol style="list-style-type: none"> 1. Works collaboratively and builds relationships. 2. Communicates with clarity and recognition of impact on audience 3. Displays Initiative and accountability for work and actions 4. Drive and commitment to high standards of performance 5. Operates with a high level of ethics, cultural safety and a trauma informed approach
<p>Mandatory Qualifications</p>	
	<ul style="list-style-type: none"> • A tertiary qualification is required in Social Work (preferred) or appropriate qualification, as per Royal Commission Recommendation 209 – Mandatory

	<p>Minimum Qualifications for Specialist FV Workers and experience relevant to this position.</p> <ul style="list-style-type: none"> 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.
Desired	<ul style="list-style-type: none"> Experience working with clients how experiencing trauma and associated mental health issues as a result of family or domestic violence and/or sexual assault.

Conditions of Employment
<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. 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. Compliance with Quantum’s Code of Conduct and Child Safe Code of Conduct This position is subject to an annual Review.

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