

Position Description

Men's Family Violence Referral Worker

Award or EBA:	Community Health Centre (Stand Alone Services) Social and Community Services Employee Multi Enterprise Agreement 2017
Classification/Grade:	Social Worker grade 2
Directorate:	Community Outreach program
Reports to:	Team Leader Orange Door
Direct Reports:	Nil

Our vision is ensuring the health and wellbeing of our community.

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
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Role Description

This position contributes to the success of DPV Health by operating as a Referral Worker within the Family Violence Team .

This position is responsible to provide a triage response to referrals of family violence related matters sent from external agencies. The collaborative multi-agency approach focuses on joint rapid risk assessment of daily police referrals that aims to provide a shared and structured approach to risk assessment to determine the most appropriate referral pathway.

Roles Key Accountabilities

Service Delivery

- Participate in L17 Hume Moreland Multi Agency Family Violence Police Referral triage (MAT) meetings daily
- Work collaboratively to ensure timely coordination of, assessment and response of L17s received by service via portal
- Liaise with relevant L17 FV Police referral triage agencies as directed.
- Identify and respond to safety risks for women (ex) partners' relevant family members and children following established protocols, as directed.
- Identify and act upon safety risks for men, following established protocols in consultation with the MAT team
- Work together with other Community Health staff to provide a comprehensive approach to addressing family violence, as directed.
- Ensure role complies with relevant acts including Privacy Act, Health Records Act, Children Youth & Family Act, Family Violence Act, Confidentiality and State-wide Family Violence guidelines
- Maintain contemporary knowledge of relevant government policy at both state and federal levels in relation to family violence
- Assess client needs within evidence informed framework and provide referrals internally or externally as appropriate

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- Demonstrate highly developed skills in risk assessment with men who have engaged in family violence
- Maintain positive collegiate relationships with DPV family violence services team and contribute to the ongoing development of the Family Violence response with Men's Enhanced Intake service (based at NEMA Support & Safety Hub) & MBCP and its delivery within the integrated framework across DPV, including planning the content of sessions
- Participate in relevant DPV professional development activities, regular supervision, support and debriefing where required, performance planning and reviews in line with DPV procedures
- To meet, and strive to exceed, personal and workgroup targets for Key Performance Indicators as set from time to time by DPV and/or funding bodies in areas such as Safety, Efficiency and Effectiveness, amongst others.

Reporting, System and Analytics

- Maintain accurate and timely client records, statistical data, program documentation and statutory reports as required
- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, MyBookings, ESS, e3, Gemba, Trim and others

Financials, Budgets, Target, Funding

- Identify opportunities to enhance the financial sustainability the Family Violence Support Team
- Ensure that all financial transactions are undertaken in line with approve DVP Health policy and delegations
- Achieve targets/budgets for the Family Violence Support Team

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.
- Actively collaborate in team meetings
- Participate in timely supervision

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

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| <ul style="list-style-type: none"> • Current Victorian Drivers Licence • Disability Worker Exclusion Check • Travel between sites is required | <ul style="list-style-type: none"> • Valid Working With Children Check • Satisfactory Policy Check • |
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Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

- Bachelor's Degree in Social Work or similar tertiary qualification

Experience & Skills

- Eligibility for membership of a relevant professional body.
- No To Violence (NTV) Graduate certificate Social Science (Male Family Violence)
- Knowledge of and demonstrated use of risk assessment frameworks including the Common Risk Assessment Framework, in the context of families experiencing family violence.
- Knowledge, skills and prior experience providing family violence or related services to men, and/or family violence services to women and children, or willingness to participate in training, mentoring and supervision to enhance this knowledge.
- An understanding of the social and gendered context of family violence and the impact of violence on women and children.
- The ability to apply a flexible, non-judgemental and empowering approach to assessment and response.
- Demonstrated ability to work as a collaborative team member as well as independently.
- A comprehensive understanding of the Integrated Family Violence Service System.
- Experience in partnership work with an ability to build and maintain positive and effective relationships with stakeholders.
- The ability to undertake client centred intake and assessment response.
- Excellent verbal and written communication skills
- Relevant experience that demonstrates the Core Competencies, Attributes and Capabilities.

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ Date _____

Position Definition	
Position:	Support & Safety Hub Practitioner
Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013 - 2015 (the Agreement).
Classification:	Social Worker, Welfare Worker or Community Development Worker – Grade 2 , Depending on Experience
Position reports to:	Support and Safety Hub Team Leader
Effective date:	January 2019
Approved by:	General Manager Community Services

Organisational Context
<p>DPV Health provides primary healthcare, social and psychological support services to people of all ages, focusing on the growing outer northern metropolitan area of Melbourne.</p> <p>Our services have a strong focus on treatment, prevention, early identification, rehabilitation and maximisation of independent living skills.</p> <p>DPV is a major provider of primary healthcare in our region and is committed to establishing a well-integrated primary healthcare service that is accessible to people in the City of Whittlesea and neighbouring metropolitan and rural municipalities. DPV partners with General Practitioners, Hospitals, and the three levels of government, local agencies and community members to achieve an effective universal primary healthcare system.</p> <p>DPV is a registered Community Health Centre and a Company Limited by Guarantee. It is funded by government grants and other self-managed revenue activities. It is governed by a Board of Directors elected and appointed from the community.</p> <p>Our expectation is that staff will operate as a co-operative team. Our staff will be flexible, multi-skilled and able to work with a diverse range of individuals, multidisciplinary groups and community agencies.</p> <p>Our staff will continually update their knowledge to take on new responsibilities and challenges.</p>

Purpose and Scope

Purpose:

Support and Safety Hubs have been created as a recommendation from The Royal Commission into Family Violence and Roadmap for Reform in Victoria.

The Hubs are designed to ensure that women and children are safe from harm and families can easily access the support and information they need. The 'Hub team' will incorporate current Child FIRST services as well as an Enhanced Intake worker to respond to L17s [Police reports to incidents of Family Violence they have attended]. These roles will respond and plan interventions for perpetrators to hold them to account, by maintaining focus and assessing risk. The Hub will provide services for women, children, young people and older people experiencing family violence, and families in need of support with the care, wellbeing and development of children and young people.

DPV Health, in conjunction with other partners, will operate Enhanced Intake roles within the Hub in the North East Melbourne (NEMA) area – to be based at Heidelberg.

The role requires a forward thinking, innovative and a flexible/adaptive approach to providing and developing a high quality and early intervention intake response service to perpetrators ensuring safety of children, young people and their families, especially those who have experienced Family Violence.

The hub team will bring together different workforces and practices to create an integrated consolidated intake point creating a new way of support.

You will respond to L17 police reports for perpetrators and other Family Violence intakes, complete necessary screening, integrated risk assessment, safety planning, checks and administration for further assessment and engagement including Men's Behaviour Change Programs (MBCP) and participate in relevant professional family violence networks.

The Enhanced Intake Workers will be jointly supervised and supported by a Team Leader based in the Hub and a Team Leader from DPV Health.

The vision is to create a future where all Victorians can enjoy safe and respectful personal and family relationships, where children grow up in families that value their health, development and wellbeing.

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

Scope:

You will respond to L17 police reports for perpetrators and other Family Violence intakes, complete necessary screening, integrated risk assessment, safety planning, checks and administration for further assessment and engagement including Men's Behaviour Change Programs (MBCP) and participate in relevant professional family violence networks.

Key Responsibilities and Duties	
Service delivery:	<ul style="list-style-type: none"> ◆ Receive and process L17 referrals including risk assessment, safety planning and/or referral to relevant services ◆ Respond to L17s Enhanced response meetings and complete necessary screening, consultation/background check and administration for further engagement and assessments ◆ Comply with agency, program and legislative requirements in relation to information sharing, data recording and data entry requirements ◆ Provide short term intervention response to perpetrators and advocate for Men's Behaviour Change attendance ◆ Work respectfully with perpetrators considering cultural and social influences that may present ◆ Work closely with other local Family Violence services based at the Support & Safety Hub & external including Victoria Police ◆ Active commitment to development of Hub integrated practices ◆ Contribute to quality, practice development and continuous improvement in response to Family Violence including perpetrator response/support. ◆ Attend and actively participate in relevant staff/team meetings both at Support & Safety Hub and DPV (if required) ◆ To meet, and strive to exceed, personal and workgroup targets for Key Performance Indicators as set from time to time by DPV and/or funding bodies in areas such as Safety, Efficiency and Effectiveness, amongst others. ◆
Organisational:	<ul style="list-style-type: none"> ◆ To actively support the Vision, Purpose and Values contained in the DPV Corporate Plan. ◆ To comply with all relevant legislation including Occupational Health and Safety, Privacy, Health Records, Equal Employment Opportunity. ◆ To abide by the Policies & Procedures of both DPV and NEMA Support & Safety Hub (which may be amended from time to time). ◆ To undertake Continuing Professional Development and actively participate in supervision. ◆ To actively promote Support & Safety Hub as well as DPV and its services within the community. ◆ Other duties as directed.

Key Responsibilities and Duties	
Leadership:	◆ N/A
Management:	◆ N/A
Risk	<ul style="list-style-type: none"> ◆ To identify and evaluate risks in the work area. ◆ To work collaboratively with Hub TL & Senior SSH Practitioner to develop a risk mitigation plan, if required, to reduce the impact of any identified risk.
Financial:	◆ N/A
Others (specify):	◆

Core Competencies, Attributes and Capabilities	
Clinical/professional:	<ul style="list-style-type: none"> ◆ Sound experience and knowledge working within theories including systems, trauma informed ,family violence and strengths based ◆ Demonstrated ability to think broadly & holistically ◆ Demonstrated ability to conduct comprehensive risk, safety assessments ◆ Applies an ethical and professional approach to practice ◆ Demonstrated commitment to the principles of diversity, EEO and participatory work practices. ◆ Demonstrated commitment to and use of appropriate ethical standards and behaviours.
Client orientation:	<ul style="list-style-type: none"> ◆ Demonstrated commitment to social justice and advocacy on behalf of clients. ◆ Demonstrated sensitivity too culturally and Linguistically Diverse (CALD) individuals and communities. ◆ Demonstrated commitment to access and equity for individuals from disadvantaged communities. ◆ Demonstrated commitment to access and equity for individuals experiencing Family Violence ◆ Demonstrated commitment to engaging with consumers and the community to enable service improvement and to contribute to organisational decision making.

Core Competencies, Attributes and Capabilities	
Interpersonal:	<ul style="list-style-type: none"> ◆ Well-developed written and oral communication skills. ◆ Excellent time management skills ◆ Ability to liaise effectively with clients, community groups, other employees and external agencies. ◆ Ability to negotiate and gain co-operation and support from others in a team environment. ◆ Willingness to support team members and work as part of a cohesive team across Support & safety Hub and within DPV.
Leadership:	<ul style="list-style-type: none"> ◆ The capacity to inspire trust and confidence by others. ◆ Ability to manage competing priorities. ◆
Management:	◆ N/A
Computer:	<ul style="list-style-type: none"> ◆ Sound demonstrable knowledge of MS Outlook, MS Office (including Word, Excel, and PowerPoint) and Internet Explorer. ◆ The capacity to learn to effectively use the Support & Safety Hub IT systems, DPV electronic records systems (for example VHIMS, TRIM, Trak Care, Titanium).
Others (specify):	◆ N/A
Financial:	◆ N/A

Key Selection Criteria	
<p>Mandatory:</p> <p><i>Successful applicants are required to provide certified copies of the mandatory qualifications listed in this section.</i></p>	<ul style="list-style-type: none"> ◆ Tertiary qualification in Social Work, Psychology Human and/or Community Service with post graduate certification experience in Male Family Violence ◆ Eligibility for membership to an appropriate professional association ◆ Substantial relevant experience in the Family Violence sector that demonstrates the Core Competencies, Attributes and Capabilities ◆ Experience in conducting comprehensive safety, risk and wellbeing assessments and working within the 'Best Interests Principles' as outlined within the Children, Youth and Families Act 2005 ◆ Demonstrated ability working with individuals with complex needs and risk issues in Family Violence and any of the following service areas; Family Services, Child Protection, Housing, Disability, Mental Health and/or alcohol and Other Drugs ◆ Demonstrated ability to think broadly and holistically in relation to service interventions and responses
<p>Desirable:</p>	<ul style="list-style-type: none"> ◆ Graduate/Post Graduate qualifications in Men's Family Violence ◆ Proficiency in a second language ◆ Proficiency in using computer systems and data bases

Conditions of Employment	
<p>Remuneration:</p>	<ul style="list-style-type: none"> ◆ The employee will be paid in accordance with the Award/Agreement. ◆ Salary Packaging is available for permanent and fixed term employees, in accordance with prevailing legislation and DPV Policy. ◆ Novated Car Leasing is available for all permanent employees.
<p>Location:</p>	<ul style="list-style-type: none"> ◆ The employee will be expected to work at the NEMA Support & Safety Hub based in Heidelberg,
<p>Hours of duty:</p>	<ul style="list-style-type: none"> ◆ Monday to Friday Business hours initially with progression towards weekends and evenings as Hub function develops

Conditions of Employment	
Pre-employment checks:	<ul style="list-style-type: none"> ◆ A Police Check is mandatory. In accordance with DPV Policy, relevant convictions will be taken into consideration when considering applicants for this position. ◆ All employees of DPV must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment. ◆ A Working with Children card (WWC) is mandatory for this position. Failure to obtain and retain a WWC card will make the employee automatically ineligible for employment in this position. ◆ A check with the Disability Worker Exclusion Scheme is mandatory for this position. ◆ DPV employees who are engaged in direct client care are required to complete the DPV ◆ Staff immunisation record form, confirming their consent to receive or declaration that they have received the recommended vaccinations.
Probationary period:	<ul style="list-style-type: none"> ◆ Confirmation of new employees to DPV is subject to a 6 month probationary period, during which time the employee must demonstrate satisfactory capability to perform the Key Responsibilities and Duties. This probationary period is regarded as an extension of the interview process.

Acknowledgement			
<p><i>Position Descriptions may be modified from time to time in accordance with DPV Policy, relevant Awards, Agreements or Legislative amendments. Awards and Agreements may be modified or replaced in accordance with the Fair Work Act 2009.</i></p>			
Employee signature:			
Employee name:		Date:	

