



Position Description

Family Violence Partner Contact Worker

Award or EBA:	Community Health Centre (Stand Alone Services) Social and Community Services Employees Multi Enterprise Agreement 2013 -2015
Directorate:	Service Delivery
Reports to:	Team Leader
Direct Reports:	N/A

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

The Partner Contact Worker has primary responsibility for contact, assessment and response to all partners, ex-partners and other affected family members with a primary focus of maximising the safety of women and children who are affected by family violence.

The goal of the Men’s Behavioural Change Program is to assist men to cease their use of violence and explore new ways of relating to family members affected by the man’s use of violence including partners, ex-partners, children and others based on non-violence, equality in relationships, openness, respect and being more ‘other centred’. While the main focus of the MBCP is to address the violent behaviour of men towards their female partners or ex-partners, the program also provides support, linkages and referral to women and children, particularly referrals to domestic violence services through the role of the Partner Contact Worker.

Roles Key Accountabilities

Service Delivery

- Make contact with current and former partners of MBCP participants (where appropriate and with the consent of relevant parties) – to monitor and attend to the safety of partners (and former) and family members, and facilitate referral to women and children’s support programs as appropriate
- Provide telephone casework/ counselling with women and may include making ongoing safety and support assessments and to consult with women about their own and their children’s needs and experiences in relation to the violence they experience from their partner/ex partner
- Work in collaboration with the MBC Program staff to ensure accountability to women and children’s experiences and to address safety and wellbeing issues for women and children
- Participate in weekly case review meetings with the MBCP Co-facilitators during the program duration and discuss feedback from women and men participating in the program to assist in preparation and planning for each MBCP group session
- To meet, and strive to exceed, personal and workgroup targets for Key Performance Indicators as set from time to time by DPV Health and/or funding bodies in areas such as Safety, Efficiency and Effectiveness, amongst others

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- Be actively involved in quality review meetings as appropriate to role
- Ongoing liaison with the MBCP Co-Facilitators to ensure continuity of service for women, timely follow up, accountability and service development
- Liaise cooperatively and effectively with key local women's services and service providers as appropriate to support women and children's safety
- Maintain all client and program records and statistics
- Work cooperatively and effectively with colleagues across roles, program areas or services to enhance client care

Reporting, System and Analytics

- Regularly participate in designated meetings
- Maintain regular, timely and accurate statistical input into relevant client databases
- 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 Men's Behaviour Change Program
- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations
- Achieve targets/budgets for Allied Health and Community Services

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.

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

- Degree in Social Work or other related qualification and Eligibility for membership of either the AASW or other relevant professional association

Desirable

- Post graduate qualification in Counselling
- CRAF training

Experience & Skills

- Demonstrated experience in the family violence field, particularly casework and/or counselling with women
- Experience working with people with high prevalence of mental health and substance abuse
- Sound understanding of issues underpinning family violence and the effects on women and children's lives.
- Sound understanding of theory and practice as it relates to working with men who use violence towards their partner and children.
- Demonstrated understanding and commitment to the values and philosophy underpinning Men's' Behaviour Change Programs.
- Highly developed Interpersonal, communication and organisational skills
- Experience working with interpreters

Employee Acknowledgement

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

Signature _____ **Date** _____