



## Position Description

### Team Leader – Family Violence Services Team Leader – Men’s Service

<b>Agreement:</b>	Dependant on Qualifications and Experience
<b>Classification:</b>	Dependant on Qualifications and Experience
<b>Directorate:</b>	Community Services
<b>Reports to:</b>	DPV Manager of Community services and Outreach
<b>Direct Reports:</b>	General manager Community Services

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 role requires an experienced 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, 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 Hume Moreland MAT service will become operational at the commencement of the NEMA SSH at a base to be confirmed, but follows the successful work on the MAT over the past 2 years within NEMA – concentrating of collaborative joint risk assessment processes for L17s received to determine the most appropriate response follow up.

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 support the response 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.

You will be responsible for support, guidance and supervision of the Enhanced Intake Workers based at the NEMA Hub and work alongside other service Team Leaders to ensure the Hub integrated practice framework is in focus and implemented keeping safety in view for women & children. The role will be jointly supported by a Manager based in the Hub and a Manager from DPV Health. The SSH vision is to create a future where all Victorians can enjoy safe and respectful personal and family

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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 oversee the response to L17 police reports for perpetrators and other Family Violence intakes, support and assist with 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 any relevant internal & external Family Violence meetings as well as professional family violence networks.

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### **Roles Key Accountabilities**

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**Service Delivery:**

- Oversee the processing of L17 referrals within the Hub and MAT including risk assessment, safety planning and/or referral to relevant services ensuring demand management strategies are applied
- Support & supervise the Hub practitioners & MAT workers
- Respond & support L17s Enhanced response meetings and support staff to complete necessary screening, consultation/background check and administration for further engagement and assessments
- Attend RAMP meetings
- Comply with agency, program and legislative requirements in relation to information sharing, data recording and data entry requirements
- Assist in the provision of 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 & MAT as well as external services including Victoria Police
- Active commitment and engagement to the development of Hub & MAT 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 at Support & Safety Hub, HM MAT 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:**

- 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) & HM MAT .
- To undertake Continuing Professional Development and actively participate in supervision.
- To actively promote Support & Safety Hub & HM MAT as well as DPV and its services within the community.

**Leadership:**

- Provision of family violence focused staff supervision
- Contribute to the SSH and MAT practice integration development

**Management:**

- N/A

**Risk:**

- To identify and evaluate risks in the work area.
- To work collaboratively with other Hub TLs, Senior SSH Practitioner and Hub Manager to develop risk mitigation plan, if required, to reduce the impact of any identified service risk.
- Maintain and develop strong collaborative and partnership relationships within the Family Violence sector network

**Financial:**

- N/A

**Core Competencies, Attributes and Capabilities**

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**Clinical/professional:**

- 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
- Application of 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:**

- 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.

**Interpersonal:**

- 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/HM MAT and within DPV

**Leadership:**

- The capacity to inspire trust and confidence by others.
- Ability to manage competing priorities.
- Ability to support others with practice change

**Management:**

- N/A

**Computer:**

- 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/HM MAT IT systems, DPV electronic records systems (for example VHIMS, TRIM, TrakCare, Titanium).

**Financial:**

- Identify opportunities to enhance and grow the financial sustainability of the Healthy Family Violence program Ensure that all financial transactions are undertaken in line with approve DPV Health policy and delegations
- Achieve productivity targets/budgets for the Family Violence team
- Identify additional funding and service opportunities for the team/Program

### **Reporting, System and Analytics**

- Maintain regular, timely and accurate statistical input into relevant systems and databases including TrakCare, ensuring clinicians enter data in a timely manner.
- Contribute to the design of systems and processes to improve health information management and statistical reporting
- Ensure regular timely and ad hoc reporting and data analysis are undertaken to provide insight into the performance of the organisation and individual clinicians
- Continually review data reports to inform on service performance and opportunities for improvement
- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, My Bookings, ESS, Trim and others

### **Clinical Expectations/Competencies (where applicable)**

- Clinicians and Clinical Supervisors are expected to retain (or be eligible for) appropriate registration relevant to their profession
- Clinicians and Clinical Supervisors are expected to provide and/or support delivery of high quality clinical care
- Clinicians and Clinical Supervisors are expected to keep abreast of recent evidence-based therapies and/or treatments/practices/guidelines/frameworks related to practice/support/supervision
- Clinicians and Clinical Supervisors are expected to keep abreast of current research and identify relevant opportunities for innovation & research.

### **Culture, Engagement, Diversity – People Experience**

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Create and implement a culture of trust, collaboration and ownership
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews
- Actively participate in and promote all required training, inductions and development. Including ensuring your team completes all required mandatory training and demonstrates skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner offering balanced views and seeking solutions.
- Develop team members by taking a genuine interest in their career goals.
- Manage the team to ensure productivity is maximised include work force planning, employment arrangements and leave management
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct
- Participate in the handling and response of service users' feedback

### **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.
- Act as a role model by demonstrating 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 departmental standards
- Provide useful performance data and feedback to the direct reports and relevant committees and engage staff in identifying and taking appropriate action in response
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor, audit and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks
- Be involved in the review of all incidents within program contributing to the analysis/improvement identification.

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

### **DPV Health Requirements**

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- Current Victorian Drivers Licence
- Disability Worker Exclusion Check
- Travel and working at DPV Health sites is required
- Valid Working With Children Check
- Satisfactory Policy Check

### **Authority**

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

### **Key Selection Criteria**

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**Mandatory:** *Successful applicants are required to provide certified copies of the mandatory qualifications listed in this section.*

- Tertiary qualification in Social Work with experience in Male Family Violence work
- Eligibility for membership to an appropriate professional association (if relevant)

- Substantial relevant experience in the Family Violence sector that demonstrates the Core Competencies, Attributes and Capabilities
  - Excellent risk identification, mitigation and management skills
  - Understanding of key Family violence framework, including CRAF & RAMP
  - Experience in the provision of specialist family violence staff supervision & training
  - 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

**Desirable**

- 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**

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**Remuneration:**

- 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.

**Location:**

- The employee will be expected to work at the NEMA Support & Safety Hub based in Heidelberg and the Hume Moreland MAT site,

**Hours of duty:**

- Monday to Friday Business hours initially with progression towards weekends and evenings as Hub function develops

**Pre-employment checks:**

- 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:**

- 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.

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**Experience & Skills**

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**Leading a team:**

- Demonstrated experience managing allied health and community services in a not-for-profit primary care setting
- Substantial experience in a team management role
- Provide clear direction and support. Manages time, resources, tasks and competing priorities
- Creates a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Ability to set measurable objectives. Planning well in advance and effectively manage timelines, resources, and costs to execute.
- An ability to lead and participate in change and innovation

**Client, Quality and Commercial Focus:**

- Builds client relationships and demonstrated responsiveness to client needs and wants. (Internal and external)
- Ability to understand the client needs and delivery the required service considering costs and funding/revenue
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements
- Experience and understanding of the Roadmap to Reform Strong Families Safe Children agenda
- Ability to foster and grow external stakeholder relationships

**Communication and an Interpersonal Approach:**

- Excellent written and verbal communication skills that communicates with a diverse range of audiences in an informative, engaging and persuasive manner.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.



**Acknowledgement**

***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.***

Employee signature:

Employee name:

Date: