

POSITION DESCRIPTION

Position: Specialist Family Violence Practice Lead- Client Services

Reports To: Executive Manager –Client Services

Direct Reports: 0

Status: Full Time (38 hours per week), Ongoing

Location: Richmond & Dandenong

Pay Rate: SCHADS Level 7 + 9.5% Superannuation + Salary packaging

BACKGROUND

inTouch is a not-for-profit organisation that provides services, programs and responses to family violence in migrant and refugee communities throughout Victoria. We work across the continuum from prevention, early intervention, crisis and post crisis support and recovery.

inTouch provides innovative services to support women, families and communities from culturally, linguistically and religiously diverse backgrounds affected by family violence, and to work towards preventing such violence through awareness raising, advocacy and community capacity building. Our strategic priorities are prevention and early intervention, crisis intervention, post-crisis support, research and advocacy, building sector capacity and strengthening organisational capacity.

inTouch is the only accredited specialist family violence service in Australia which specifically caters to the needs of those experiencing family violence in migrant and refugee communities.

Vision

inTouch’s vision is for culturally diverse families to live free from violence.

Purpose

inTouch’s purpose is underpinned by four pillars and is focused on strengthening our **leadership** position by using **influence** to shape state, national and international agendas, fostering a culture of **innovation** and making a long-lasting positive **impact** on the lives of people and community.

In 2018 inTouch established **inSpire** an initiative to support women and their children moving beyond family violence and starting a new life.

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PROGRAM OVERVIEW: Client Services

The Direct Services Team, provides “inLanguage inCulture” case management services to migrant and refugee victim survivors of family violence. This covers a range of modalities and settings, including intake, phone and face to face support, court and outreach services, community education and recovery groups.

Our case managers have specialised understanding of the issues related to the intersection of family violence, culture, temporary migration, family law and the legal system. They provide a bridge between countries and cultures as they are able to assist clients build their understanding and help them navigate Australian systems and laws compared to the systems from their own country.

The Motivation for Change Program is specifically tailored to men from culturally and linguistically diverse communities who use violence towards family members. It aims to help men reflect on their behaviours and learn ways to relate without using violence as well as access services to help change their behaviour.

Our community legal centre provides legal advice, court advocacy and immigration support to women receiving our case management support.

POSITION OVERVIEW

We are seeking an enthusiastic clinician who is passionate about continuous improvement, leading change and ensuring the delivery of safe and effective client services. The role will involve working closely with all staff involved with the delivery of services to clients, leading, supporting and implementing clinical risk mitigation across the organisation.

This role requires someone who can visualize desired outcomes and work collaboratively with the leadership team and staff in implementing the steps required to achieve identified goals.

Strong management, communication, planning and organisational skills are essential, along with the ability to multi-task, prioritise and make clear decisions.

RELATIONSHIPS

- Internal
 - Reports to Executive Manager Client Services, and is part of the Leadership Team.
 - Works in partnership with the Client Services team leaders and staff.
 - Effective working relationships are required with all inTouch staff.

- External
 - Family Safety Victoria, DHHS and other government departments, DV Vic, key referral agencies, including statewide and other Specialist Family Violence Services, The Orange Doors, Courts and Specialist Family Violence Networks.
 - Service delivery providers across the South East and North East Melbourne DHHS catchments

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POSITION ACCOUNTABILITIES

This position will lead and implement continuous quality improvement, risk management and change across the Client Services Team, in alignment with FSV direction, the DV Vic Code of Practice and the MARAM framework. Key responsibilities include

- Engaging with staff and team leaders to review and understand the current service delivery model, from intake to discharge and post discharge options, and how this fits within the broader service sector framework
- In partnership with team leaders lead change within the direct service team, including the implementation of crisis response, in accordance with MARAM and FSV guidelines.
- Developing strategies for monitoring and evaluating the quality and impact of direct services
- Lead clinical risk mitigation strategies across across the organisation
- Supporting the Executive Leadership Team in developing and maintaining a strong strategic focus in a way that ensures alignment with the broader sector reform
- Contributing to the work of inTouch more broadly through provision of specialist advice/consultation to relevant projects/reforms
- Other duties as directed

KEY SELECTION CRITERIA

Essential:

- Demonstrated leadership in the Family Violence sector and reform agenda.
- At least 7 years' experience working in the family violence sector, including management experience
- Demonstrated understanding of clinical governance and risk mitigation
- Demonstrated ability to work with multicultural communities and/ or organisations
- Tertiary qualifications in social work or related clinical discipline;
- Demonstrated ability to actively engage key stakeholders to address complex problems and implement improved outcomes
- Proven ability to communicate well and support positive relationships with a diverse range of stakeholders
- Demonstrated experience in project management and implementing change within the community sector
- Experience/knowledge working within an intersectional feminist framework with an understanding of the gendered nature of family violence; specifically in the context of multicultural communities

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Personal Attributes:

- Genuine commitment to social justice and to assisting migrant and refugee women and children;
- High ethical standards and values, ability to act with integrity and confidentiality;
- Authentic leadership style, able to model desired behaviors and create an effective team environment that balances individual and organisational needs;
- Ability to sensitively manage stakeholder relationships;
- Resilience in leading a team through change and growth processes

Desirable:

- Additional qualifications in management or project management would be an advantage
- Speaking a language other than English would also be an advantage

OTHER

- Participate proactively in organizational initiatives;
- Support other team members in periods of high demand and during periods of absence;
- Undertake other duties as directed

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and inTouch policies;
- Contribute positively and proactively to team and organisation wide OH&S activities

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations;
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes;
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.
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CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience;
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments;
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy ;
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply;

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- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications;
- Signing a Confidentially Agreement is a personnel requirement of inTouch;
- The successful applicant will initially be engaged for a probationary period of three months;
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition;
- Some travel within Victoria may be required from time to time. A current Victorian Driver's License is essential;
- inTouch has a smoke-free workplace policy.

SPECIFIC RESTRICTINS/CODITIONS**SPECIFIC RESTRICTIONS/CONDITIONS**

There may be some after-hours work required

PRIVACY NOTIFICATION

inTouch requires declarations and personal information relevant to your employment.

The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 2000.

APPLICATION PROCESS

inTouch has a pending renewal of an Equal Opportunity Exemption (H143/2018) and requests applications from women only.

Applicants should express their interest through a short covering letter attaching their resume and a brief document, limited to 2 pages, addressing the key selection criteria.

Email your application to recruitment@intouch.org.au

AUTHORISATION

I hereby accept the above Terms of Employment.

Signed:

Date:

Michal Morris
(Chief Executive Officer, inTouch)

(Employee)

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