

## POSITION DESCRIPTION

Position:	Capacity Builder/Trainer
Reports To:	Team Leader Sector Development
Direct Reports:	None
Status:	Part time - 0.60 FTE, Fixed term - Contract until June 2024
Pay Rate:	SCHADS Level 5 + 10 % Superannuation + Salary packaging
Location:	Based in East Melbourne, travel maybe required at various locations metropolitan and regional in Victoria.

## BACKGROUND

inTouch is a not-for-profit organisation that provides services, programs and responses to family violence in migrant and refugee communities. 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

The Sector and Community unit overseas inTouch’s capacity building and training work with the specialist family violence sector, universal services and multicultural communities. Focusing on culturally responsive family violence practice and the specific needs of migrant and refugee communities, the unit aims to build the capacity of the both the service sector and multicultural communities to reduce the harm of family violence. This is achieved through well-developed relationships and an evidenced based approach that draws on the experience of our longstanding case management service.

The work of this unit is funded through program and project sources as well as consultancy and fee for service.

## POSITION SUMMARY

The position is part of a small team of experienced trainers, and capacity builders (or practitioners with both training and capacity building expertise), who have experience working with women from multicultural communities and/or in the family violence sector.

### Capacity Building

- Development delivery and evaluation of capacity building initiatives, expert advice, and advocacy
- Contribute to a range of project work in a variety of settings

### Training

- Training predominantly focuses on culturally responsive family violence practice
- Training participants may be professionals working in the field of family violence or within broader community services or may be volunteers, students, community members and community leaders from multicultural communities
- The training encourages participants to critically reflect on their own and clients’ cultural contexts and examine the impacts of this on their practice.

## KEY RELATIONSHIPS

**Internal**                      The Capacity Builder /Trainer reports to the Team Leader Sector Development and liaises closely within the unit and with other trainers and project workers. The project worker also liaises closely with inTouch case-managers. Effective working relationships are required with all inTouch staff.

**External**                      The Capacity builder/trainer will be required to liaise with external organisations that they are either delivering training to or co-facilitating with regarding training and group content, logistics of training/group delivery. The capacity builder/trainer worker will liaise with service users/clients, community-based organizations, various governmental departments, project partner agencies and consultants.

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## POSITION ACCOUNTABILITIES

- Conduct needs analysis, develop tailored training packages and provide training and other professional development opportunities and resources which help to prevent and respond to family violence in multicultural communities.
- Contribute to a process of continuous improvement and update of the training based on research and practice in Family Violence, cross-cultural work, MARAM prescription, training methodology participant feedback and training evaluations.
- Contribute to practice-based public forums to promote inTouch’s work in the field and build capacity of other organisations
- Liaise closely with Team Leader Sector Development, other trainers, and case-managers to ensure high quality training delivery.
- Deliver specialist advice/knowledge to external service providers in relation to family violence and multicultural communities
- Develop and maintain relationships with capacity building/training stakeholders, partly as co-design initiatives where relevant
- Assist in developing training policies and procedures as part of the quality system
- Undertake timely reflective practice and summary report writing on training and capacity building undertaken
- Coordinate the development, implementation and maintenance of project plans and develop and implement strategies for monitoring and evaluating the quality and impact of projects
- Develop and oversee administrative systems to manage various projects and contribute to budgeting and reporting functions
- Ensure a safe work environment and compliance with inTouch policies and legislation;

## PEOPLE MANAGEMENT

N/A.

## EXTENT OF AUTHORITY

The incumbent must gain permission from the Team Leader Sector Development prior to any purchasing or corresponding on inTouch’s behalf.

## KEY SELECTION CRITERIA

### Essential

1. Experience in training and capacity building initiatives in the community sector
2. Qualifications in Social Work/Community Development/Community Services or similar
3. Demonstrated ability to collaborate effectively on the development and delivery of training and capacity building materials, and ability to work with a co-facilitator
4. Ability to plan, facilitate and adapt training sessions independently, including offering training in-person and online
5. Demonstrated ability to write project evaluation and progress plans and contribute to budgeting and reporting

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6. Demonstrated ability to develop and sustain meaningful relationships with various stakeholders including grassroots organisations
7. Knowledge/experience in family violence
8. Ability to work calmly and consistently under pressure with the ability to manage competing priorities
9. Experience working within an intersectional feminist framework and an understanding of the gendered nature of family violence; specifically in the context of multicultural communities
10. Current Victorian Driver's License

**Desirable**

- Experience in working with advocate-survivors of family violence, particularly victim-survivors from refugee and migrant backgrounds
- Fluency in a language other than English

**SPECIFIC RESTRICTIONS/CONDITIONS**

There may be some after-hours work and intra-state travel.

**HEALTH, SAFETY & WELLBEING**

- Ensure compliance with the OH&S Act and relevant 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 related to the communications portfolio
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

**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 six months. During this period, either party can terminate employment with one week's notice
- 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.
- Must be physically capable to carry out administrative duties involving extended periods of video display unit use.
- inTouch has a smoke-free workplace policy.

## 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](mailto:recruitment@intouch.org.au)

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