

## POSITION DESCRIPTION

Position:	Specialist Family Violence Practice Lead - Client Services
Reports To:	Executive Manager - Client Services
Direct Reports:	N/A
Status:	Full time, Ongoing
Location:	East Melbourne and Dandenong
Grade	SCHADS Level 7 + 10% Superannuation + salary packaging

## ORGANISATION BACKGROUND

**inTouch, the Multicultural Centre against Family Violence**, provides services, programs and responses to issues of family violence in refugee and multicultural communities. By acknowledging the rights and diverse experiences of our clients, we develop and implement a number of culturally sensitive and holistic models for the provision of services to both victims and perpetrators of family violence. In tackling the issues of family violence, we act on multiple levels – individual, relationship and community.

### Vision

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

### Purpose

inTouch’s purpose is simple and clear – we are committed to changing lives, changing communities for the better.

## 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, legal casework and immigration support to women receiving our case management support.

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## POSITION SUMMARY

The Practice Lead is 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.

## KEY RELATIONSHIPS

Internal	<p>Reports to Executive Manager Client Services and is part of the Leadership Team.</p> <p>Works in partnership with the Client Services team leaders and staff.</p> <p>Effective working relationships are required with all inTouch staff.</p>
External	<p>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.</p> <p>Service delivery providers across the South East and North East Melbourne DHHS catchments</p>

## 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 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

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- Other duties as directed

## PEOPLE MANAGEMENT

N/A

## EXTENT OF AUTHORITY

All expenditure on behalf of inTouch requires prior approval from Supervisor.

## 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

### Desirable:

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

### 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 behaviours and create an effective team environment that balances individual and organisation, able to build trust through consistent actions, strong communication and collaboration
- Able to establish and maintain relationships with people at all levels, forges useful partnerships with people across the organisation and sensitively manage stakeholder relationships
- Resilience in leading a team through change and growth processes to achieve goals and remain flexible and in control under pressure

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- Planning and organisation skills, sets clearly defined objectives and priorities, reviewing and adjusting as required, identifies processes, tasks and resources required to achieve a goal

## SPECIFIC RESTRICTIONS/CONDITIONS

This role may require out-of-hours work.

## 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
- inTouch has a smoke-free workplace policy

## 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

## 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
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 reference checks, a national criminal records check, working with children check, international police check (if applicable), driver's license check, proof of identify, working rights in Australia and qualifications
- Some travel within Victoria may be required from time to time
- 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

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such a condition will mean that if employed, they will not be paid compensation for that condition.

## PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

## APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from those who identify as female 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 [narelle@mathershrconsulting.com.au](mailto:narelle@mathershrconsulting.com.au)

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