

POSITION DESCRIPTION

Position:	Senior Specialist Family Violence Intake Practitioner
Reports To:	Team Leader Direct services
Direct Reports:	Nil
Status:	Permanent / Full time
Location:	Richmond
Pay Rate:	SCHADS Level 5 + Superannuation + Salary packaging

ORGANISATION BACKGROUND

inTouch 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.

POSITION SUMMARY

The Senior Specialist Family Violence Intake Practitioner will provide professional support, advice, direction and leadership to the inTouch intake team. The incumbent is responsible for supporting the day-to-day efficient operation of the intake services including continuous improvement of intake systems and processes, managing service demand, responding to internal and external queries, and requests for secondary consultation. They will also carry out intake direct service delivery. They are not responsible for the direct line management or supervision of intake staff.

KEY RELATIONSHIPS

Internal	Executive Manager Client Services (EMCS) Team leaders Case Managers Legal Centre staff The incumbent is expected to maintain respectful and effective working relationships with all inTouch staff
External	Service providers and victim-survivor users of the service Community legal Centers

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Refugee centers
Victoria police

POSITION ACCOUNTABILITIES

- As the initial point of contact for CALD women experiencing family violence, and service providers, provide confidential, professional, timely and relevant advice
- Deliver intake, screening, triage and assessment to clients providing service planning, targeted interventions, allocation and coordinated referrals
- Effectively support the inTouch intake team in all aspects of intake process
- Provide mentoring and contribute specialist skills and knowledge in the context of family violence to inTouch Intake team
- Build and maintain effective working relationships with main referral bodies and key agencies
- Provide short-term support for higher risk clients between referral and case allocation, if required
- Identify, assess and priorities risk and needs of clients; and
- Collecting and collating data as required.

KEY SELECTION CRITERIA

Essential

1. Tertiary qualifications in Social Work, Community Development or related discipline
2. At least three years' experience in the family violence sector
3. A demonstrated understanding of intake process and how to maintain a high-quality intake service
4. A demonstrated understanding of the issues involved in working with women from a migrant or refugee background, including intersectional factors impacting women and children affected by family violence
5. A demonstrated contemporary knowledge of crisis intervention and feminist practice frameworks, and how this is utilised to understand and respond to the gendered nature of violence against women
6. Sound knowledge of legislation and policies relevant to working with victim survivors of family violence
7. Well-developed communication skills, conflict resolution and team work
8. Experience in working with interpreters including telephone interpreters.

Desirable

9. Demonstrated experience in working within an intake team
10. Experience supporting staff, including mentoring new staff and providing student supervision
11. Ability to work calmly and consistently under pressure with the ability to manage competing priorities
12. Well-developed stake holder skills with a range of professionals
13. An ability to speak a language other than English fluently would be an advantage

Personal Attributes

14. Genuine commitment to social justice and to assisting migrant and refugee women and children
15. High ethical standards and values, ability to act with integrity and confidentiality.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours
- Must hold a current Victorian car license

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- Must be physically capable to carry out administrative duties, involving extended periods of computer use

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 Enterprise 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 or an approved nominated superannuation fund; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply
- 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
- inTouch has a smoke-free workplace policy

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.

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APPLICATION PROCESS

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

To apply, send a short covering letter explaining why you are interested in this position and attach you CV and a brief (2 pages max.) document addressing the key selection criteria. Applicants who do not address KSC will not be considered.

Email your application to recruitment@intouch.org.au

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