

## POSITION DESCRIPTION

Position:	Family Violence Practitioner - Intake
Reports To:	Coordinator, Direct Services
Direct Reports:	0
Status:	Ongoing, full time
Location:	Melbourne
Pay Rate:	SCHADS Level 5 + Superannuation + Salary Packaging

## ORGANISATION BACKGROUND

inTouch provides integrated and culturally responsive services to women from migrant and refugee communities experiencing family violence. inTouch works across the family violence continuum, providing culturally informed early intervention, case management, family and migration law assistance, men's behaviour change programs, evidence-based policy and advocacy work, and enhanced capacity-building across the sector and community.

inTouch supports victim-survivors on their long-term recovery journey through economic independence, social connections and resilience, and wellbeing and therapeutic interventions.

These services are informed by an integrated inLanguage, inCulture delivery model and supported by our diverse workforce, which is comprised primarily of people who are migrants and refugees themselves. Our team's unique understanding of culture and the migration journey allows inTouch to deliver expert, specialist case management to our clients in over 20 languages.

Over the past 39 years, inTouch has helped over 20,000 women and we continue to work with our partners to ensure that women, children, and families have every opportunity to thrive to reach their full potential to build happy, healthy, and productive lives.

inTouch's 2022-2025 Strategic Plan [here](#).

## POSITION SUMMARY

Intake is the initial point of contact for many victim survivors with inTouch and is one of the core functions of the organisation.

The Family Violence Practitioner (Intake) is responsible for supporting the efficient day-to-day operations of inTouch's intake services. This includes contacting clients, undertaking risk and needs assessments, determining eligibility, continuous improvement of intake systems and processes, managing service demand, responding to internal and external queries and requests for secondary consultation. They will also provide collegial support to team members as required, provide secondary consultations to external stakeholders, and undertake complex risk assessments and safety plans.

## KEY RELATIONSHIPS

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**Internal** - Executive Manager, Client Services (EMCS), Direct Services Coordinators, Direct Services Team, The Legal Centre Team, Motivation for Change Team. Effective working relationships are required with all inTouch staff.

**External** - Victim survivor service users, key referral agencies including The Orange Door, Safe Steps and other specialist family violence services, community legal services, other key stakeholders.

## POSITION ACCOUNTABILITIES

Working under the general direction of the inTouch Leadership Team, MARAM framework and inTouch policies and procedures, the Practitioner (Intake) will apply a high-level knowledge and skills, initiative and judgement when carrying out a range of functions:

- As the initial point of contact for CALD women experiencing family violence, deliver screening and triage, risk assessment, crisis response, safety planning, targeted interventions, case allocation and coordinate referrals consistent with the inTouch procedures, operational guidelines, and relevant risk assessment tools and frameworks.
- Provide secondary consultations to support staff from other agencies to work effectively with women from migrant and refugee backgrounds experiencing family violence.
- Utilise specialist skills and knowledge in the context of family violence to contribute to capacity building and skills development across the Intake Team.
- Utilise specialist skills and apply sound professional judgement to Identify and respond to immediate risks and needs for referred clients.
- Build and develop effective working relationships with main referral bodies and key agencies.
- Provide short-term support for higher risk clients between referral and case allocation, to monitor and mitigate risk if required.
- Collect and enter information into inTouch reporting software (SHIP), as well as other data collection as required.
- Contribute to a safe, respectful, and culturally appropriate workspace to foster growth, learning, belonging, health, and wellbeing.

## EXTENT OF AUTHORITY

The incumbent must follow the inTouch Delegations of Authority.

## KEY SELECTION CRITERIA

### Essential

- Tertiary qualifications in Social Work, Community Development or related discipline with a degree qualification preferred.
- At least two years' experience in the specialist family violence service sector.
- A demonstrated understanding of the intake process and how to maintain a high-quality intake service.
- Proven experience and knowledge of the intersectional factors that impact migrant and refugee women when navigating the service system.

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- A demonstrated contemporary knowledge of crisis intervention and key frameworks, including intersectional feminism and anti-oppressive practice and how this is utilised, to understand and respond to the gendered nature of violence against women.
- Working knowledge of legislation and policies relevant to working with victim survivors of family violence, including MARAM and the information sharing provisions.
- Well-developed communication skills, conflict resolution and ability to work well in a team.
- Experience in working with interpreters both onsite and telephone interpreters.
- Ability to positively contribute to consultation processes, communities of practice, reflective practice and continuous improvement processes.
- Experience supporting staff, including mentoring new staff and providing student supervision.
- Ability to work calmly and consistently under pressure with the ability to manage competing priorities.

#### Desirable

- Demonstrated previous experience in working within an intake team.
- Well-developed stakeholder skills with a range of professionals.
- Fluency in a language other than English.

#### Personal attributes

- Genuine commitment to securing positive outcomes and social justice for migrant and refugee women and children.
- High ethical standards and values, commitment to act with integrity and confidentiality.

### SPECIFIC RESTRICTIONS/CONDITIONS

- The incumbent will on occasions and in consultation, be expected to conducted work outside of normal business hours.
- Must be physically capable to carry out administrative duties, including extended periods of computer use.
- Participate proactively in organisational initiatives.
- Support other team members in periods of high demand and during periods of absence.

### CONDITIONS OF EMPLOYMENT

- The terms and conditions for this position, including remuneration and leave entitlements, is based on the inTouch Enterprise Agreement and is negotiable depending on experience.
- Salary packaging and flexible working arrangements may be provided subject inTouch Policy.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including two reference checks, a national criminal records check, working with children check, international police check (if applicable), proof working rights in Australia and any specified qualifications.
- The successful applicant will be required to sign a Confidentially Agreement and Agreement to adhere to the inTouch Code of Conduct.
- 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

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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.

## 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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