

POSITION DESCRIPTION

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| Position: | Entry level Family Violence Practitioner - Intake |
| Reports To: | Coordinator, Direct Services |
| Direct Reports: | 0 |
| Status: | Ongoing, full time |
| Location: | Melbourne |
| Pay Rates: | SCHADS Level 4 + 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 Entry Level 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.

KEY RELATIONSHIPS

Internal - Executive Manager, Client Services (EMCS), Direct Services Coordinators, Direct Services Team,

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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 carry out a range of functions including:

- As the initial point of contact for CALD women experiencing family violence and service providers, provide confidential, professional, timely and relevant advice to clients.
- Identify and respond to immediate risks and needs for referred clients.
- Undertake key intake tasks including screening, triage, eligibility, case allocation and risk assessment for clients, providing safety planning and targeted interventions including brokerage where required.
- Provide information about available services and options to assist clients in making informed choices to meet their needs, and make warm referrals to these services where required.
- Collect and enter information into inTouch reporting software (SHIP), as well as other data collection as required.
- Maintain effective working relationships with main referral bodies and key agencies.
- 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 qualification in Social Work, Community Development or relevant discipline with a degree qualification preferred.
- An understanding of the intersectional factors that impact migrant and refugee women when navigating the service system.
- Sound knowledge of the principles and standards of trauma informed specialist family violence services for victim survivors.
- Well-developed written and verbal communication skills.
- Demonstrated ability to work well in a team.
- Fluency in a language other than English.
- Demonstrated capacity to time-manage and set priorities, plan, and organise work within a crisis setting, while maintaining required documentation and IT systems to organisational standards.

Desirable

- Ability to work calmly and consistently under pressure.
- Experience working in the specialist family violence services sector.

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- Understanding of the legislation and policies relevant to specialist family violence services for victim survivors.
- Experience in working with interpreters both onsite and telephone interpreters.

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 working with integrity and confidentiality.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside of normal business hours.
- Must be physically capable to perform 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 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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