

POSITION DESCRIPTION

Position:	Specialist Family Violence Clinical Risk Lead
Reports To:	Chief Operating Officer
Direct Reports:	nil
Status:	Full Time or Part-time (flexible), Ongoing
Location:	East Melbourne/Dandenong/Hybrid. Some travel may be required, including regional Victoria and interstate.
Grade:	SCHADS Level 7 base based on experience + super + salary packaging+ additional weeks leave + annual leave loading 17.5%

ORGANISATION BACKGROUND

inTouch delivers integrated and culturally responsive services to migrant and refugee women experiencing family violence. We offer a continuum of support, including culturally informed early intervention, case management, family and migration law assistance, men’s behaviour change programs, and evidence-based policy and advocacy work. Additionally, we focus on enhanced capacity-building across the sector.

Our services extend to supporting victim-survivors on their long-term recovery journey, focusing on economic independence, social connections, resilience, and wellbeing through therapeutic interventions. These efforts are bolstered by our *inLanguage*, *inCulture* delivery model and a workforce largely comprised of migrants and refugees, ensuring culturally nuanced, expert support in over 20 languages.

For over 40 years, inTouch has assisted more than 20,000 women and continues collaborating with partners to empower women, children, and families to thrive and achieve their full potential for a fulfilling life.

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

POSITION OVERVIEW

The Specialist Family Violence Clinical Risk Lead will ensure the effective management of clinical risks within inTouch, with a focus on ensuring the highest standards of care and safety. The Clinical Risk Lead is responsible for developing the clinical risk management framework and strategies, providing training and education, implementing policies, managing clinical risk management practices and protocols across all our services. The position also provides essential guidance to our team, ensuring the safety and well-being of both our staff and clients.

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KEY RELATIONSHIPS

Internal	Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, NOOR Survivor-Advocates, and volunteers to support cohesive team dynamics and effective, client-centered, program execution.
External	Cultivate and maintain positive relationships with a diverse network of stakeholders, including inTouch clients, specialist family violence services, multicultural community organisations, government agencies, academic institutions, and funding partners. Engage with these groups to enhance service delivery, support client recovery goals, and secure necessary resources to achieve strategic objectives.

POSITION ACCOUNTABILITIES

Risk Management

- Develop, implement and maintain comprehensive clinical risk management framework, policies, and procedures in compliance with relevant legislation, regulations, and best practices.
- Establish and lead a clinical risk management committee to facilitate regular risk assessments and promote continuous improvement; develop terms of reference and manage implementation of committee recommendations and actions.
- Manage referral of cases to Risk Assessment and Management Panel (RAMP), including assessing case against RAMP referral criteria.
- Stay abreast of best practice, evidence-based, models, and legislative and policy frameworks, and conduct regular audits and evaluations to ensure alignment with best practices and quality standards.
- Ensure consistent implementation of MARAM, The Code of Practice: Principles and Standards for Specialist Family Violence Services for Victim Survivors, and other essential legislative and policy frameworks that inform specialist family violence service provision.
- Maintenance of risk register, critical incident management procedures, and client and staff risk safety management procedures
- Maintain accurate notes, and robust file management for completed forms, and incident reports.
- Participate in service review and service evaluations and monitoring.
- Conduct regular reviews and audits to monitor adherence to established risk management processes, identify any gaps or areas for improvement, and provide actionable recommendations.
- Provide and present reports to the Executive and Finance, Audit and Risk Management Committee of the Board.
- Model and support culturally safe, inclusive, and responsive family violence practice.

Capacity building and program development:

- Provide practitioners with training and relevant information, in implementing risk management practices, including comprehensive risk assessment, incident reporting, investigation, analysis, and corrective actions.
- Promote and embed risk management, quality assurance, consistency, and contemporary practices across the continuum of inTouch’s family violence services.
- Partner with service teams to develop and deliver case studies to support reflective and best practice and knowledge sharing between teams.
- Work closely with Executive Managers and Practice Leaders to Identify areas for improvements and develop strategies to address any gaps.

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- Represent inTouch in relevant sector forums, contributing to and supporting the capability building of the sector in regard to clinical risk identification, response and management

Other duties:

- Undertake additional tasks as required by Chief Operating Officer to support the overall goals of the organisation.

KEY SELECTION CRITERIA

Essential:

- Proven leadership in Clinical Risk Management.
- Minimum 7 years' experience in the family violence sector, including leadership roles.
- Strong understanding of clinical risk management and governance, risk mitigation, and trauma-informed practice.
- Experience working with multicultural communities, ensuring culturally safe and inclusive practices.
- Tertiary qualifications in social work, psychology, counseling, or a related field.
- Skilled in engaging stakeholders to address complex problems and drive improved outcomes.
- Excellent communication and relationship-building skills with diverse stakeholders.
- Experience in project management and implementing community sector changes focused on quality improvement.
- Knowledge of intersectional feminist frameworks and the gendered nature of family violence, particularly in multicultural contexts.
- Familiarity with relevant legislative and policy frameworks for example, Multi-Agency Risk Assessment and Management Framework, Family Violence Information Sharing Scheme, Child and Family Violence Information Sharing Schemes.

Personal attributes:

- Genuine commitment to social justice.
- High ethical standards and values, ability to act with integrity and confidentiality.
- Authentic leadership style, able to model desired behaviors and create an effective team environment that balances individual and organisational needs.
- Ability to sensitively manage stakeholder relationships.
- Self-motivated and proactive approach with the ability to work independently and manage competing priorities.
- Resilience in leading a team through change and growth processes.

Desirable:

- Additional qualifications in management or project management
- Speaking a language other than English.

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