

## POSITION DESCRIPTION

Position:	Specialist Family Violence Practice, Quality and Audit Manager
Reports To:	Chief Operating Officer
Direct Reports:	nil
Status:	Full Time (38 hours per week), 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 Practice, Quality and Audit Manager will guide the inTouch team to deliver quality and effective services, ensuring clients receive the highest standards of support. This role will promote continuous improvement, support the development and implementation of practice guidelines and policies, and conduct regular audits and evaluations.

Additionally, the Specialist Family Violence Practice, Quality and Audit Manager will actively develop and sustain partnerships with key stakeholders to enhance service delivery and support client outcomes.

## KEY RELATIONSHIPS

Position Description: Specialist Family Violence Practice, Quality and Audit Manager	Effective Date	August 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	August 2025	Page 1 of 5

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-centred, 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. Key partners include Family Safety Victoria, Department of Families, Fairness and Housing, Domestic Violence Victoria, The Orange Door, Courts, and Specialist Family Violence Networks, as well as service providers across several catchments.

## POSITION ACCOUNTABILITIES

### Leadership and practice support:

- Model and support culturally safe, inclusive, and responsive family violence practice.
- Establish systems and procedures to improve service delivery, including monitoring and reporting progress and outcomes.
- Provide expert practice leadership on engaging clients, assessing risk and needs, and supporting interventions for clients impacted by family violence and/or experiencing vulnerabilities due to other factors.
- Foster the delivery of trauma-informed, evidence-based, culturally safe, and inclusive services utilising an integrated practice approach.
- Stay abreast of best practice models, and legislative and policy frameworks, and conduct regular audits and evaluations of service delivery to ensure alignment with best practices and quality standards.
- Provide practitioners with relevant information, building knowledge of theoretical frameworks and their relevance to practice, and access to systems supporting safe and effective practice approaches.

### Risk management:

- Ensure consistent implementation of Multi-Agency Risk Assessment and Management Framework (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.
- Oversight of risk register, critical incident management, and client risk safety management.

### Capacity building and program development:

- Manage and implement requirements for QIC Health and Community Services (QIC) Standards, Victims’ Charter and other relevant standards.
- Provide best practice support to upskill service delivery teams in supporting victims.
- Manage all measures that promote and embed quality, consistent, and contemporary practice across family violence services.
- Establish effective working relationships with partner agencies providing services and support to victim survivors and their children who have experienced family violence.

Position Description: Specialist Family Violence Practice, Quality and Audit Manager	Effective Date	August 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	August 2025	Page 2 of 5

- Work closely with Executive Managers and Practice Leaders to Identify areas for improvements and develop strategies to address any gaps.
- Hold up-to-date knowledge of practice and sector developments as a reference point for inTouch Services practitioners and leaders.
- Contribute to the development of inTouch's family violence 'model of care.'
- Optimise relevant operational procedures; develop practice guides and manuals.

**Community and stakeholder engagement:**

- Develop relationships with specialist agencies and other community providers, and support practitioners in following up with external agencies.
- Develop and manage partnership initiatives with other organisations that strengthen and broaden the scope of family violence responses.
- Contribute proactively to practice, partnership, and service development internally, as well as via relevant external sector groups and local networks.
- Develop and maintain relationships with external services for effective program outcomes.

**Administration and reporting:**

- Maintain accurate notes, completed forms, and reports as required according to service and program guidelines.
- Participate in service review, and service evaluations and monitoring.
- Work with service teams to ensure that service data for management and quality reports is regularly compiled, updated, and reported.

**Training and development:**

- Input into internal training programs and initiatives that build consistency in practice skills and use of frameworks.
- Identify gaps and implement improvement opportunities.

**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 the Family Violence sector and reform agenda, with experience in supporting specialist practice.
- Minimum 7 years' experience in the Family Violence sector, including management.
- Strong understanding of clinical 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.

Position Description: Specialist Family Violence Practice, Quality and Audit Manager	Effective Date	August 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	August 2025	Page 3 of 5

- 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; MARAM, 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;
- Resilience in leading a team through change and growth processes.

**Desirable:**

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

Position Description: Specialist Family Violence Practice, Quality and Audit Manager	Effective Date	August 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	August 2025	Page 4 of 5