

POSITION DESCRIPTION

Position:	Recovery Practitioner, Programs & Response
Reports To:	Recovery Programs Manager
Direct Reports:	0
Status:	Ongoing- Full-time/Part-time (0.8 negotiable)
Location:	East Melbourne/Hybrid Some travel required, including regional Victoria and interstate.
Level:	SCHADS Level 5+ based on experience + Superannuation + Salary packaging

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 20,000 women and children experiencing family violence throughout our 38 years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people

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who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

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

POSITION SUMMARY

The Programs and Response Practitioner will work across InTouch's inSpire recovery service continuum, to ensure the effective delivery of intermediate supports and long-term recovery responses to our clients. This role is responsible for supporting clients to engage with and achieve their post crisis recovery goals and implement systems and processes which assist with the delivery of inSpire programs, events, outward facing initiatives, and overall operational support. This is a true cross functional programs and response role which will require a strong organisational and stakeholder engagement focus.

The Programs and Response Practitioner will work closely with Case Management and inSpire teams to deliver high-quality programs, immediate and sustainable responses, and will play a key role in engaging internal and external stakeholders to build sustainable partnerships with family violence sector organisations, multicultural and ethno-specific community groups.

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-centred, program execution.

External Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, and funding partners. Engage with these groups to enhance service delivery, support clients to achieve their recovery goals, and secure support necessary for achieving strategic goals.

POSITION ACCOUNTABILITIES

Objective: Ensure the effective delivery of programs and response services, focusing on post-crisis recovery supports that lead to long-term recovery pathways. Accountabilities include supporting clients to access and engage with their post-crisis recovery goals, access relevant and meaningful supports, and contribute to the continuous enhancement of inTouch’s Recovery Programs Service delivery.

Key Responsibilities

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Program Planning and Quality Improvement: Plan, support and deliver inSpire programs and service responses, including risk management planning, communications, resource planning, and evaluation. Contribute to the development of inSpire's practice model and identify areas for quality improvement.

Support and Response Activities: Collaborate with the inSpire team and across Case Management teams to support integrated approaches for client best outcomes by providing short term case coordination, case planning, warm referrals, and build service partnerships and collaborative responses to recovery.

Intake and Referral Support: Support intake and referral pathways into inSpire services, conduct initial screening, identify risks, protective factors and any service gaps for clients, manage handover from case managers, support connection and engagement with internal and external services.

Programs: Develop, support and deliver programs and opportunities with the inSpire Team and participants, inTouch staff, and multicultural communities. Identify opportunities for internal and external partnerships and support events and programs including registration, venue booking, catering, allocating trainers, preparing materials, collating resources, and evaluation materials.

Stakeholder and Relationship Support: Build and maintain effective working relationships with key internal and external stakeholders to maximise participants' opportunities and outcomes. Engage in ongoing stakeholder relationships, partnership identification, coordinated referrals, and long-term stewardship.

Program Administration: Provide administrative support, including managing referral requests responding to general queries, tracking and managing program waitlists, data entry and maintenance, software and systems usage, assist with collation of data, program evaluation and preparation of reports.

Professional Documentation and Compliance: Maintain professional documentation and administrative systems according to program and legislative requirements. Comply with

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information management, risk management, quality management processes, record keeping, privacy, confidentiality, and other organisational policies and procedures.

Collaborative Practice: Work closely with the Recovery Programs Manager and other staff to ensure high-quality service delivery. Provide support to Case Management Services staff, Legal Centre staff, inSpire team, and significant others within the client's system.

Cultural Sensitivity and Continuous Improvement: Undertake all interactions with clients, families, and co-Practitioners in a culturally sensitive manner. Participate in the ongoing improvement of inTouch processes in line with trauma-informed principles, best practices, and inTouch's mission and values.

Safety Culture and Professional Development: Promote a safety culture and follow quality and safety management system processes. Attend clinical, operational, and trauma-informed supervision, team meetings, team development workshops, staff meetings, and professional development training as required.

Other Duties: Undertake additional tasks as required by the Recovery Programs Manager, Executive Manager, or CEO to support the overall goals of the organisation.

KEY SELECTION CRITERIA

Essential

- An appropriate tertiary qualification in Community Services, Social Work, Counselling or a related discipline.
- Experience working within a recovery-oriented service using trauma-informed approaches.
- Crisis management skills include assessing risk and safety quickly and effectively.
- A sound knowledge and experience of the issues facing women from migrant and refugee backgrounds on their pathways to accessing holistic healthcare models.
- Demonstrated experience engaging and building meaningful, trusted relationships with refugee and migrant communities

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- Demonstrated event management experience in developing, implementing, and evaluating programs and events, including program/event design and implementation, budgeting, reporting and evaluation.
- Experience in a relevant role and strong organisational and administrative skills, with confidence in ability to use Microsoft office suite of programs.
- Strong communications skills, including effective communication with a broad range of stakeholders.
- Demonstrates initiative and willingness to work autonomously.
- Exceptional time management skills with the ability to prioritise workload while maintaining strong attention to detail
- Demonstrated ability to effectively plan and manage multiple tasks independently and as part of a team; and work collaboratively to achieve outcomes.
- High-level verbal and written communication skills with the ability to communicate effectively to diverse audiences.

Desirable

- Ability to speak a language in addition to English.
- Strong reporting skills – Excel
- Counselling skills/qualifications

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
- Must be physically capable to carry out administrative duties, including 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.
- inTouch has a smoke-free workplace policy.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day-to-day work in order to meet the organisation’s audit, contract and registration obligations.

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- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- 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; 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.
- The successful candidate is required to comply with the inTouch policy for all staff regarding COVID-19 safety including any vaccinations required to protect staff and clients.

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.

AUTHORISATION

I hereby accept the above *Terms of Employment*.

Signed:

Date:

(Name, Position)

(Employee)

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