

POSITION DESCRIPTION

Position:	Recovery Practitioner, Education & Employment
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.
Grade:	SCHADS Level 4+ based on experience + 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 wider 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 40 years, inTouch has helped over 30,000 women and we continue to work with our partners to ensure that women, children and families have every opportunity to thrive and reach their full potential to build happy, healthy and productive lives.

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

POSITION SUMMARY

The Employment and Education Practitioner will work directly with inTouch clients across our Recovery Program *inSpire*'s recovery service continuum, to develop and implement initiatives to improve education, training, and employment outcomes for victim/survivors moving beyond family violence. This includes working with stakeholders in the employment and education sectors to develop and implement economic

Position Description: Recovery Practitioner, Education and Employment	Effective Date	September 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	September 2025	Page 1 of 6

and education programs that support the effective delivery of intermediate supports and long-term recovery responses to victim/survivors. This is a true cross functional role which will require a strong organisational and stakeholder engagement focus.

The Education and Employment 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

Ensure the effective delivery of education and employment services, focusing on post-crisis economic and education programs that lead to long-term recovery pathways: Accountabilities include supporting clients to identify their education and employment goals, access and engage with relevant education, training, employment, work experience opportunities and other complementary programs. As well as accessing relevant and meaningful supports and contribute to the continuous enhancement of inTouch’s Recovery Programs Service delivery.

Program Planning and Quality Improvement: Plan, support and deliver inSpire programs and service responses, including embedding quality monitoring and evaluation practices into all aspects of the program, including participant feedback, risk management, data collection, and reporting. 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 victim/survivor best outcomes by providing short term case coordination, case planning, warm referrals, and build service partnerships and collaborative responses to recovery.

Programs: Develop, support and deliver education, economic & employment programs and opportunities with the inSpire Team and participants, inTouch staff, and multicultural communities. Identify opportunities

Position Description: Recovery Practitioner, Education and Employment	Effective Date	September 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	September 2025	Page 2 of 6

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- employment, education, multicultural communities, 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 EEP 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 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, community development, or equivalent/associated discipline related to the role.
- Minimum 3+ years' work experience in the employment and education sector and transition pathways
- Demonstrated record of successful placement of clients into employment or a related discipline.
- Demonstrated expertise in planning and facilitating individual programs, assisting participants to achieve goals.
- Aligned with inSpire's economic independence stream objectives.

Position Description: Recovery Practitioner, Education and Employment	Effective Date	September 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	September 2025	Page 3 of 6

- A high level of initiative to proactively engage stakeholders- community organisations, employment agencies, education, training organizations, etc. to build and maintain partnerships and support for program outcomes.
- 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.
- 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 conduct 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

Position Description: Recovery Practitioner, Education and Employment	Effective Date	September 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	September 2025	Page 4 of 6

- 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.
- 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 identity and qualifications.
- Signing a Confidentially Agreement is a personnel requirement of inTouch.
- 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.

Position Description: Recovery Practitioner, Education and Employment	Effective Date	September 2024	Version: 1.0
Authorised by: Chief Executive Officer	Review Date	September 2025	Page 5 of 6