

## POSITION DESCRIPTION

Position:	Survivor Advocate Program Lead
Reports To:	Executive Manager – Service Development
Direct Reports:	Coordination and support to 8+ casual survivor advocates
Status:	Ongoing, Part time 0.6 FTE
Location:	East Melbourne and Hybrid
Grade:	SCHADS 6 base + Superannuation + Salary packaging + additional week leave + annual leave loading 17.5%

## 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 Survivor Advocate Program Lead will work closely with the Narrating Our Own Resilience (NOOR) Family Violence Survivor-Advocates Advisory Group and Executive to sustain and scale a broad program of strategic partnerships and project work, focused on consumer participation, survivor advocacy and centering lived experience in the design, delivery and evaluation of the organisation’s service delivery.

## KEY RELATIONSHIPS

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- Internal** Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, NOOR Survivor-Advocates, students 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.

**POSITION ACCOUNTABILITIES**

**Lead and coordinate the NOOR Survivor-Advocates Program to ensure effective operations and impactful engagement.**

- Lead and coordinate the engagement of the NOOR Survivor-Advocates with internal and external stakeholders, including monthly Advisory meetings.
- Oversee logistics such as availability, bookings, invoicing, timesheets, and briefings.
- Ensure clear communication with all stakeholders, including Survivor-Advocates, partners, and external organisations.
- Lead recruitment and onboarding of new NOOR members, in line with strategic and growth, and impact objectives
- Ensure all activities related to survivor advocacy and consumer participation are embedded in inTouch’s service delivery and strategic initiatives.
- Maintain clear and detailed records of all program activities, reporting regularly on key outcomes and progress towards objectives.

**Facilitate the development of meaningful, trauma-informed relationships between NOOR Survivor-Advocates, inTouch stakeholders, and the broader community.**

- Build strong connections between NOOR Survivor-Advocates and the inTouch Board, staff, migrant and refugee communities, and the family violence service sector.
- Support the NOOR Survivor-Advocates in co-designing engagement opportunities with external stakeholders to influence policy and service development.
- Foster an inclusive environment that prioritises cultural safety, emotional wellbeing, and mutual respect.

**Ensure the wellbeing and safety of NOOR Survivor-Advocates, providing trauma-informed support throughout all engagements.**

- Conduct regular briefings and debriefings with NOOR Survivor-Advocates, ensuring their emotional safety and preparedness for each engagement.
- Support the development and maintenance of individual wellbeing, engagement, and development plans for each Survivor-Advocate.
- Provide referrals to additional support services as needed, ensuring a holistic and trauma-informed approach.

**Support the professional development and capacity building of NOOR Survivor-Advocates, ensuring their growth and sustainability in advocacy roles.**

- Design and implement tailored professional development and leadership training for NOOR Survivor-Advocates, focusing on their specific strengths and aspirations.

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- Provide ongoing mentoring, coaching, and reflective practice opportunities.
- Encourage the active participation of NOOR Survivor-Advocates in workshops, advisory panels, and governance roles to build their capacity.

**Capture and analyse feedback and data to drive continuous improvement and inform systemic change in survivor advocacy.**

- Track and analyse engagement themes, feedback, and data to identify trends and support service improvements.
- Report regularly on outcomes, identifying areas for growth and refinement in the NOOR Survivor-Advocates program.
- Collaborate with sector leaders, practitioners, and NOOR Survivor-Advocates to enhance the program’s alignment with broader family violence sector goals.

**Support external organisations to engage with lived experience expertise meaningfully and sustainably.**

- Provide advice, guidance, and resources to external organisations on how to effectively engage NOOR Survivor-Advocates in co-design and participatory processes.
- Develop fee-for-service costings and quotes for external engagements involving NOOR Survivor-Advocates.
- Identify opportunities to refine systems and processes to support program growth and expand the NOOR Survivor-Advocates’ impact.

**KEY SELECTION CRITERIA**

**Essential**

1. Lived experience, or a demonstrated, sophisticated understanding of the ways that gender inequality intersects with other forms of inequality and oppression to limit people’s access to services, support, and safety.
2. Relevant tertiary education (or minimum 3 years’ experience) in social work, community development, or another relevant field.
3. Experience working directly with clients, consumers, or service users in a human services context is essential – specific experience working with victim survivors of family violence, working with specialist family violence services and/or working within the specialist family violence sector will be highly valued.
4. Demonstrated skills in developing strategic goals into actionable projects, strategies and implementation plans, including managing multiple and sometimes competing priorities – direct experience in organisational change processes, outcomes measurement and/or human centred design is highly desirable.
5. Experience implementing and maintaining systems and processes that support the safety and wellbeing of survivor advocates, lived experience consultants or other similar roles, including briefing and de-briefing, professional development and wellbeing planning, risk and safety assessment, establishing guidelines and boundaries for privacy, confidentiality and technology safety.
6. Well-developed creative problem solving and negotiation skills, with the ability to provide considered advice to stakeholders at different levels.
7. Ability to manage time independently, prioritise and manage competing demands with a high level of professionalism.

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8. Excellent relationship management skills, ability to build trusting, collaborative relationships and experience engaging with multiple, diverse stakeholders on project activity.
9. Highly developed written communication skills, with experience producing high quality written reports and fit for purpose communication tools tailored to different audiences and formats.
10. Excellent verbal communication skills, including influencing and negotiation skills, ability to listen and adapt to audience needs, and ability to lead and facilitate groups.
11. Ability to speak a language other than English.

**Desirable**

1. Understanding of the Experts by Experience Framework and ability to apply its best practice principles.
2. Experience in or passion for consumer participation within human services sectors, including the role of survivor advocacy in the design, delivery and evaluation of family violence services and in media and communications activity.
3. Understanding of the MARAM framework and experience supporting the autonomy and empowerment of victim survivors while managing family violence risk.

**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.
- 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.

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- 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, working rights in Australia 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.

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