

POSITION DESCRIPTION

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| Position: | Family Violence Quality, Risk and Compliance Manager |
| Reports To: | Chief Services 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 Family Violence Quality, Risk, and Compliance Manager will lead the effective management of service quality, risks and compliance within inTouch, ensuring the highest standards of care, safety, and service.

This role involves the development, implementation and oversight of an inTouch quality and risk management framework and strategies including establishing policies that support best practices across all services. The manager will guide the inTouch team in delivering consistent, high-quality support, promoting continuous improvement through audits, evaluations, and the development of practice guidelines.

Additionally, this position will build and sustain key stakeholder partnerships to enhance service delivery and support positive outcomes for clients and staff.

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KEY RELATIONSHIPS

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| 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. 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.
- Foster trauma-informed, evidence-based, and inclusive services using an integrated practice approach.
- Provide expert leadership in engaging clients, assessing risks and needs, and supporting interventions for individuals impacted by family violence or facing other vulnerabilities.
- Establish systems and procedures to enhance service delivery, including monitoring and reporting outcomes.
- Stay current with best practice models, legislative frameworks, and policy updates; conduct regular audits and evaluations to align services with quality standards.
- Build practitioners' knowledge of theoretical frameworks and their relevance to practice, ensuring access to tools that support safe and effective approaches.

Risk Management

- Develop and maintain a quality and risk management framework, policies, and procedures compliant with legislation and best practices.
- Lead a quality and risk management committee to facilitate regular assessments and continuous improvement; implement recommendations and actions.
- Ensure consistent application of MARAM, The Code of Practice: Principles and Standards for Specialist Family Violence Services, and other essential frameworks.
- Manage RAMP referrals, including assessing cases against referral criteria.
- Maintain a risk register, critical incident management procedures, and client/staff safety protocols.
- Conduct regular reviews and audits to ensure adherence to risk management processes, identify gaps, and provide actionable recommendations.
- Prepare and present reports to the Executive and the Finance, Audit, and Risk Management Committee and Board.

Capacity building and program development

- Oversee the implementation of QIC Standards, the Victims' Charter, and other relevant standards.

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- Train practitioners in risk management practices, including assessment, incident reporting, analysis, and corrective actions.
- Embed quality assurance, consistency, and contemporary practices across all family violence services.
- Collaborate with service teams to develop case studies and promote knowledge sharing.
- Partner with Executive Managers and Practice Leaders to identify areas for improvement and address service delivery gaps.
- Contribute to the development of inTouch's family violence model of care.
- Develop and refine operational procedures, practice guides, and manuals.
- Represent inTouch in sector forums, supporting capability building in clinical risk identification and management.

Administration and reporting

- Maintain accurate records, completed forms, and reports in line with service guidelines.
- Ensure service data is regularly compiled, updated, and reported for quality and management purposes.
- Participate in service reviews, evaluations, and monitoring.

Training and development

- Contribute to internal training initiatives that enhance consistency in practice skills and the application of frameworks.
- Identify gaps in practice and implement improvements.

Other duties

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

KEY SELECTION CRITERIA

Essential

- Proven substantial leadership in the Family Violence sector and reform agenda, with experience in supporting specialist practice and quality risk management from a trauma informed perspective.
- Demonstrated experience in leading quality and risk management systems, and governance.
- Experience in the family violence sector, including leadership roles.
- 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

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- 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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