

POSITION DESCRIPTION

Position:	Family Violence Practitioner (Motivation for Change)
Reports To:	MFC Program Coordinator
Direct Reports:	0
Status:	Full-time, fixed term
Location:	East Melbourne / Hybrid / Dandenong
Pay Rate:	SCHADS Level 5 + 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 30,000 women and children experiencing family violence throughout our 40 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 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](#).

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POSITION OVERVIEW

inTouch’s Practitioners work in an “inLanguage, inCulture” model to provide culturally tailored responses to persons using violence from migrant and refugee backgrounds.

The Family Violence Practitioner (Motivation for Change) will provide trauma-informed case management support to persons who use family violence whilst engaged in the Motivation for Change Program. They will assess, monitor, plan and manage cases, as well as advocate for services to uphold the safety of victim survivors. Case management support aims to provide opportunities to focus on and emphasise physical, psychological and emotional safety for all concerned. Case Managers also work closely with group facilitators and partner contact workers to monitor and respond to safety concerns.

The Family Violence Practitioner (Motivation for Change) must have the skills and technical expertise to work with a degree of autonomy, exercising initiative and judgement to support and manage clients who use family violence through the life cycle of the client’s engagement with inTouch.

The Family Violence Practitioner (Motivation for Change) is required to work closely with staff from other agencies to ensure the clients’ needs can be addressed in an integrated manner. Due to the geographically dispersed locations of our clients, the Case Manager will need to travel to other areas to personally support clients at outposts as directed.

Motivation for Change staff are also involved in community and sector engagement, including community education and project-based work aimed at increasing awareness of family violence, appropriate responses and strategies to promote safety of women and children.

POSITION ACCOUNTABILITIES

- Provide high-quality trauma informed comprehensive case management services to persons who use family violence.
- Provide high-quality case support and develop case plans for persons who use family violence with a focus on maintaining safety for victim survivors and managing high-risk and complex needs.
- Foster a collaborative and holistic response through a multi-disciplinary team approach, working towards specified goals for individuals affected by family violence.
- Secondary consultation and advocacy on behalf of clients to connect with other relevant supports and collaborate with specialised services as needed.
- Facilitate financial independence and access brokerage as necessary.
- Support to persons who use family violence in various accommodation settings, including emergency accommodation in the interests of victim survivor safety and recovery.
- Demonstrate a commitment to the Child Safe Standards and an understanding of the impact of family violence on families, offering a trauma-informed response.
- Attend required meetings, including team and care team meetings.
- Undertake group work to further support men, women and/or children in their recovery from family violence.
- Prepare professional reports and written documentation such as minutes, housing and funding applications, and correspondence.
- Deliver specialist advice / knowledge to external service providers in relation to culturally and linguistically diverse (CALD) distinctions and the family violence sector.

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- Contribute to the work of inTouch more broadly through provision of specialist advice/consultation to relevant projects/reforms.
- Support other team members in periods of high demand, during periods of absence and participate in project groups and attend events.
- Other duties as directed.

EXTENT OF AUTHORITY

The incumbent must follow the inTouch Delegations of Authority.

KEY SELECTION CRITERIA

Essential

- Tertiary qualifications in Social Work, Community Development or related discipline with a degree qualification preferred.
- Graduate Certificate in Men’s Behaviour Change: Client assessment and Case Management.
- A minimum of 2 years’ experience in the family violence service or related sector.
- A demonstrated understanding of the issues involved in working with men from a multicultural background, including intersectional factors impacting men engaged in family violence.
- A demonstrated contemporary knowledge of crisis intervention and key frameworks, including intersectional feminism and anti-oppressive practice and how this is utilised, to understand and respond to the gendered nature of violence against women.
- Understanding of and expertise in applying the MARAM framework.
- Demonstrated understanding and awareness of structural and social inequities which discriminate against people from CALD backgrounds, and particularly those with refugee and/or asylum-seeker backgrounds.
- Demonstrated ability to apply legislation and policies relevant to working with victim survivors of family violence.
- Ability to work professionally with a range of key stakeholders.
- Well-developed written and verbal communication skills.
- Demonstrated ability to work flexibly and to engage constructively in a team environment.
- Ability to work calmly and consistently under pressure with the ability to manage competing priorities.
- Highly proficient in spoken fluency and writing skills in a language other than English.

Desirable

- Experience in working with interpreters both onsite and telephone interpreters.

Personal attributes

- Genuine commitment to social justice and to assisting migrant and refugee men, women and children.
- High ethical standards and values, ability to act with integrity and confidentiality.
- Ability to model desired behaviours and create an effective team environment that balances individual and organisational needs.
- Ability to sensitively manage stakeholder relationships.
- A level of maturity and professional accomplishment and track record appropriate to the representational aspects of the role.

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SPECIFIC RESTRICTIONS/CONDITIONS

- The incumbent will, on occasions and in consultation, be expected to conduct work outside of normal business hours.
- Must be physically capable of carrying out administrative duties, including extended periods of computer use.
- Participate proactively in organisational initiatives.
- Support other team members in periods of high demand and during periods of absence.

CONDITIONS OF EMPLOYMENT

- The terms and conditions for this position, including remuneration and leave entitlements, are 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 and flexible working arrangements may be provided subject to inTouch 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 two reference checks, a national criminal records check, working with children check, international police check (if applicable), proof working rights in Australia and any specified qualifications.
- The successful applicant will be required to sign a Confidentially Agreement and agree to adhere to the inTouch Code of Conduct.
- The successful applicant will initially be engaged for a probationary period of six 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.

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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