

POSITION DESCRIPTION

Position:	Resilience and Advocacy 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

Resilience and Advocacy Program Lead will work closely with the Narrating Our Own Resilience (NOOR) Family Violence Survivor-Advocates Advisory Group and Executive to establish, build, grow and sustain 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 briefing including maintaining clear and detailed records of all program activities, reporting regularly on key outcomes and progress towards objectives.
- 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
- Lead and collaborate to embed survivor advocacy and consumer participation in inTouch’s service delivery and strategic initiatives.
- Encourage the active participation of NOOR Survivor-Advocates in workshops, advisory panels, and governance roles to build their capacity.
- Report regularly on emerging themes, activities and outcomes to inform areas for growth and refinement in the NOOR Survivor-Advocates program.
- Provide advice, guidance, and resources to external organisations on how to effectively engage NOOR Survivor-Advocates in co-design and participatory processes
- Identify opportunities to refine systems and processes to support program growth and expand the NOOR Survivor-Advocates’ impact.

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

- Establish, build and grow strong integration between NOOR Survivor-Advocates and the inTouch strategic and operational initiatives as well as key services, government and corporate stakeholders within and beyond family violence service sector.
- Establish, build and grow strong connections between NOOR Survivor-Advocates and migrant and refugee communities and other victim survivor communities
- 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.
- Foster and support the strategic alignment of NOOR engagement and initiatives with that of InTouch and the broader family violence service sector.

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

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- Conduct regular briefings and debriefings with NOOR Survivor-Advocates, ensuring their emotional safety and preparedness for each engagement.
- Using a holistic and trauma-informed approach, support the development and maintenance of individual wellbeing, engagement, and development plans for each NOOR Survivor-Advocate both individually and as a group.
- Provide referrals to additional support services as needed, ensuring a holistic and trauma-informed approach.
- Provide ongoing mentoring, coaching, and reflective practice opportunities to support their professional development and aspirations.

KEY SELECTION CRITERIA

Essential

1. A bachelor’s degree or higher-level qualification in community development, social work, psychology, occupational therapy, mental health nursing and/or other related discipline.
2. Lived experience, or a demonstrated understanding of the complexity of Family Violence loved experience and the role of gender inequality in safety and support.
3. Understanding of the MARAM framework and experience supporting the autonomy and empowerment of victim survivors while managing family violence risk
4. Demonstrated experience in working in complex human service systems which intersect the specialist family violence sector.
5. Demonstrated understanding and expertise in advocacy and implementing support the safety and systems for survivor advocates, lived experience consultants or other similar roles
6. Excellent relationship management skills and expertise is establishing sector collaborations and partnerships with diverse stakeholders.
7. Highly developed verbal and written communication skills, with experience producing high quality briefings, presentations and reports to different audiences and formats.
8. Well-developed creative problem solving and negotiation skills, with the ability to provide considered advice to stakeholders at different levels.

Desirable

1. Ability to speak a language other than English.
2. Understanding of the Experts by Experience Framework and ability to apply its best practice principles.

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.

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- 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.
- 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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