

POSITION DESCRIPTION

Position:	Practice and Sector Development Manager
Reports To:	Chief Services Officer
Direct Reports:	4+
Status:	Fixed Term, full-time
Location:	East Melbourne/ Dandenong, as well as working from home arrangements. Travel within Victoria and interstate in accordance with organisational needs.
Grade:	SCHADS Level 7+ base based on experience + super + salary packaging + additional weeks 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 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 to reach their full potential to build happy, healthy and productive lives.

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

POSITION SUMMARY

The Practice and Sector Development Manager is responsible for the oversight, development and delivery of inTouch's evidence-based professional learning program both within inTouch as well as the family violence sector more broadly. This is a key leadership role within the organisation which will advance thought leadership and research to shape and strengthen best practice in supporting migrant and refugee communities experiencing family violence. The role will engage and collaborate with staff, sector leadership as well as grass roots community organisations to identify and respond to emerging sector trends and reforms and influence service and system frameworks that ensure the centrality of client needs and outcomes.

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KEY RELATIONSHIPS

Internal	Effective working relationships with all inTouch staff, leadership, inTouch Board, NOOR survivor-advocates, and volunteers to support cohesive team dynamics and effective, client-centred, program execution.
External	<p>Effective working relationships will all external relationships including specialist family violence services, multicultural communities and organisations, relevant peak bodies, government agencies, service providers, survivor advocates, academic institutions, consultants and contractors, funders, and other key stakeholders.</p> <p>Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural communities and organisations, government agencies, corporate sector, academic institutions, and funding partners, and other key stakeholders.</p>

POSITION ACCOUNTABILITIES

- Ensure the adoption of critical frameworks across the organisation and sector to build awareness of and capability in culturally responsive and safe practices.
- Keep abreast of new developments in practice through investment in critical research partnerships.
- Shape strategic initiatives that support organisational and sector-wide family violence practice development, with a particular focus on culturally responsive and intersectional approaches
- Lead the development and implementation of a forward-thinking workforce capability building strategy that enhances and strengthens family violence practice across inTouch and the broader sector, aligned with inTouch's mission and strategic goals.
- Design, oversee, and evaluate a suite of professional development programs that influences family violence sector capability that engage with adult learning principles, trauma-informed approaches, and evidence-based frameworks.
- Embed co-design and community development approaches in the development of accessible inLanguage, inCulture training programs that are directly relevant to migrant and refugee communities affected by family violence.
- Ensure all programs are culturally safe, trauma-informed, and tailored to the lived realities of family violence experienced by migrant and refugee women and children.
- Promote universal design for learning principles to support inclusion and engagement across diverse learning styles and community groups.
- Drive a learning culture that enhances family violence practice capability through the development and dissemination of practice guidance, tools, and training resources.
- Promote a culture of reflection, feedback, and continuous learning grounded in the realities of family violence work with migrant and refugee communities.
- Provide coaching, supervision, and professional development support that strengthens team capacity to deliver high-impact training and sector support.
- Conduct practice-informed needs assessments to identify capability gaps and tailor training solutions that improve outcomes for victim-survivors and support safe and accountable responses to those using violence.
- Integrate innovative learning technologies and contemporary delivery methods to enhance engagement in family violence learning and reflective practice.
- Develop and implement training programs that are responsive to emerging trends, reforms, and practice challenges in the family violence sector.
- Regularly monitor and evaluate the effectiveness of professional learning activities to ensure relevance to frontline practice and continuous improvement in outcomes for clients.

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- Cultivate and maintain collaborative partnerships with key stakeholders in the family violence sector, including multicultural organisations, peak bodies, government, and academic institutions.
- Represent inTouch in sector forums and working groups, advocating for culturally responsive and intersectional approaches to family violence practice development.
- Lead the implementation of end-to-end contract management, ensuring training projects related to family violence are delivered on time, within budget, and in line with quality and compliance requirements.
- Report on contractual obligations and continuous improvement efforts in alignment with funding requirements and organisational priorities.
- Monitor workflows and performance, ensuring that team members are supported to meet deadlines, collaborate effectively, and contribute to a culture of excellence and learning.

Other Responsibilities

- Undertake additional duties as required, consistent with the position and organisational needs.

EXTENT OF AUTHORITY

The incumbent must follow the inTouch Delegations of Authority.

KEY SELECTION CRITERIA

Essential

- Demonstrated expertise in the development and delivery of high-impact learning programs that strengthen family violence practice, particularly in multicultural contexts. Proven ability to translate theory and policy into practical, culturally responsive training that enhances safety, accountability, and service quality.
Extensive experience designing, delivering and leading evidence-informed adult learning experiences across formats (e.g. webinars, eLearning, face-to-face, video) that build capability in the specialist family violence and broader community sectors.
- Advanced operational understanding of the MARAM Framework and its intersection with culture, migration, and systemic risk. Demonstrated capacity to deliver practical, skills-based training that supports practitioners to apply MARAM consistently and safely in diverse service settings.
- Strong practice-based understanding of the dynamics of family violence, including coercive control, risk assessment, trauma impacts, and recovery. Direct experience working with victim-survivors and/or people using violence, with demonstrated knowledge of best practice responses in community and clinical settings.
- Experience leading capability uplift and workforce development strategies within a specialist or cross-sector setting. Skilled at developing scalable education initiatives that respond to evolving policy, practice reform, and client needs.
- Experience managing funding agreements and learning portfolios in compliance with reporting, budget and quality requirements. Skilled in budget development, cost modelling and financial tracking.

Desirable

- Certificate IV in Training and Assessment
- Ability to speak a language other than English.
- Demonstrated experience in identifying and securing funding for new initiatives, including writing tenders, preparing grant applications, and developing fee-for-service models aligned with workforce development in the family violence sector.

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Personal Attributes

- High ethical standards and alignment to inTouch values, acting with integrity and maintaining confidentiality.
- A change agent, with a commitment to continuous improvement and innovation.
- Solutions-focused with a curious mind and a natural problem-solving ability.
- Pro-active and accountable, leading with emotional intelligence and the ability to provide constructive feedback and have sensitive discussions.
- Highly organised, detail oriented and outcomes driven.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must hold a current Victorian drivers license.
- Must be physically capable of carrying out administrative duties, including extended periods of computer use.

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.

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