

POSITION DESCRIPTION

Position:	Family Violence Practitioner
Reports to:	Team Leader
Direct Reports:	Nil
Status:	Ongoing, Full Time/ Part Time
Location:	Hybrid - based in East Melbourne and Dandenong
Grade:	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 4 + 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 SUMMARY

inTouch's Practitioners work within an "inLanguage, inCulture" model to support the delivery of culturally appropriate responses to victim survivors from migrant and refugee backgrounds.

Family Violence Practitioners at this level provide practical, trauma-informed support to women and children from refugee and migrant communities who are experiencing family violence. Under the guidance and supervision of senior staff, they assist with case management activities, recovery-focused support, and contribute to group-based programs aligned with the MARAM Framework.

Practitioners may also support work with men through inTouch's Motivation for Change Program and related services. This includes providing practical assistance to participants and contributing to partner contact work, as part of a supervised and structured team approach.

KEY RELATIONSHIPS

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

- Support the delivery of high-quality intake support through screening, triage and safety planning in accordance with MARAM standards and culturally responsive practice.
- Support the delivery of case management services, including advocacy, brief interventions partner contact services, to women and children experiencing family violence, using trauma-informed and culturally responsive approaches under supervision. Conducting risk assessments, needs assessments, safety planning, and case planning using the MARAM Framework, with guidance from senior practitioners, particularly for high-risk or complex cases.
- Provide practical support to men participating in the Motivation for Change Program, under the direction of the program team and in accordance with supervision requirements.
- Assist in the facilitation and delivery of the Motivation for Change Program, once trained, by co-facilitating sessions or providing logistical and case coordination support.
- Work collaboratively within the multi-disciplinary team to support clients' case goals, contributing to shared care plans and participating in team discussions regarding service responses.
- Provide secondary consultation and supported referrals to connect clients with relevant external services, escalating more complex matters to senior staff.
- Support culturally responsive practice by applying inLanguage, inCulture approaches and seeking guidance from supervisors when advising external providers.

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- Contribute to inTouch projects and activities by providing feedback from client experiences, and participating in consultations or working groups as directed.
- Assist team members during periods of high demand or absence, including providing practical casework support, attending internal meetings, or contributing to team-based tasks.
- Support group programs for women and/or children by assisting with preparation, co-facilitation, or logistics, under the guidance of a senior facilitator.
- Prepare basic case documentation and written materials, such as referral forms, applications, and appointment letters, with support where needed.
- Participate in inTouch's quality and compliance processes, including attending training, contributing to accreditation readiness, and following established procedures.
- Offer feedback on service delivery to support continuous improvement and participate in the implementation of new programs or procedures as directed.
- Liaise with external services and agencies, under supervision, to support client needs and contribute to integrated service responses.
- Ensure accurate and timely record-keeping, maintaining case notes, assessment tools, and other documentation in accordance with organisational policies.

PEOPLE MANAGEMENT

NA

DELEGATION OF AUTHORITY

The incumbent must operate at all times within inTouch's Delegation of Authority and ensure that all decisions and actions align with the responsibilities outlined in the current schedule.

KEY SELECTION CRITERIA

Essential

- Tertiary qualifications in Social Work, Community Development or related discipline with a degree qualification preferred.
- A minimum of 12 months' experience in the specialist family violence service or related sector
- Highly proficient in spoken fluency and writing skills in a language other than English.
- A demonstrated understanding of the issues involved in working with women from a multicultural background, including intersectional factors impacting women and children affected by 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 culturally and linguistically diverse backgrounds (CALD), and particularly those with refugee and/or asylum-seeker backgrounds.

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Personal Attributes:

- Genuine commitment to social justice and to assisting migrant and refugee women and children.
- High ethical standards and values, ability to act with integrity and confidentiality.
- Ability to sensitively manage stakeholder relationships.
- A level of maturity and professional accomplishment and track record appropriate to the representational aspects of the role.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conduct 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 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 Employee Union Collective 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,

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including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications.

- Signing a Confidentiality Agreement is a personnel requirement of inTouch.
- 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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