

POSITION DESCRIPTION

| | |
|-----------------|---|
| Position: | Family Violence Practitioner – Motivation for Change (MFC) |
| Reports To: | Team Leader |
| Direct Reports: | Nil |
| Status: | Ongoing Full time/ Part Time |
| Location: | Hybrid - based in East Melbourne and Dandenong |
| Pay Rate: | Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 5 + Superannuation + Salary Packaging |

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centered, 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 centers 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 2026-2029 Strategic Plan [here](#).

POSITION OVERVIEW

Family Violence Practitioner-MFC provide critical case management support for men engaged in the InTouch Motivation for Change Program.

| | | | |
|---|----------------|---------------|--------------|
| Position Description Family Violence Practitioner - MFC | Effective Date | December 2026 | Version: 1.0 |
| Authorised by: Chief Executive Officer | Review Date | December 2027 | Page 1 of 6 |

The Motivation for Change in-language, in-culture tailored intervention program aims to support men who use violence from migrant and refugee backgrounds. This program is a bespoke, dedicated trauma-informed and culturally accessible response to holistically engage men who otherwise may come to the attention of police, courts and other service providers. The program supports men who, for several reasons, are unable to access services to assist them in stopping their use of violence.

The program combines weekly group sessions for men, facilitated by trained experienced workers, complimented by weekly case management sessions.

The program aims to prepare participants for smooth access to family violence and other supporting services where appropriate. It will reduce levels of mistrust and fear of mainstream services and normalize the experience of seeking support and, ultimately, living lives free from violence.

The Family Violence Practitioner aims to support men to effectively engage, reflect and complete the MFC program whilst also maintaining attention on safety concerns.

The role will undertake assessment, monitoring, planning, case management, advocacy and linking program participants with support services. Family Violence Practitioners will work closely with group facilitators and partner contact workers to monitor and respond to safety concerns. The Motivation for Change Case Manager is required to work closely with staff from other agencies to ensure the clients' needs can be addressed in an integrated manner.

Motivation for Change staff will also be 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.

Due to geographically dispersed locations of our clients, the Family Violence Practitioner will need to travel to other areas to personally support clients at outposts as directed.

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-centered, 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

- The position will provide active case management support to men who use violence against family member including but not limited to:
 - Comprehensive risk assessment.
 - Communication with Family Safety workers, where partners are engaged.
 - Assist men to make informed choices for themselves and support access to appropriate and relevant services to help them achieve their stated goals.
 - Monitoring ongoing risk and safety for the client and family group.

| | | | |
|---|----------------|---------------|--------------|
| Position Description Family Violence Practitioner - MFC | Effective Date | December 2026 | Version: 1.0 |
| Authorised by: Chief Executive Officer | Review Date | December 2027 | Page 2 of 6 |

- Supporting the implementation and ongoing development of the Motivation for Change Program through sector and community education, program delivery and establishment of/ engagement in relevant networks.
- Effectively working with relevant service providers and community groups to support an integrated approach to prevention and intervention for men who use violence, including referral pathways, protocols and undertaking joint initiatives.
- Participate proactively in team project initiatives. This may include leading specific projects or project elements.
- Deliver specialist advice / knowledge to external service providers in relation to the CALD and family violence sector.
- Identify, engage and respond appropriately to clients with complex needs.
- Collate and enter data into inTouch software (IRIS) to support clear and concise reporting.
- Proactively coordinate engagement with clients at outreach venues to provide efficient and effective support.
- Undertake prescribed training and ongoing professional development.
- Embrace diversity, respecting and celebrating differences across our organisation and the wider community and respond to changing environments to better our communities.
- 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.

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

- Proficiency in one or more of the following languages is required: Dari, Hazaraghi, Persian, Pashto or Hindi.
- Hold a Bachelor of Social Work or other equivalent qualification as set out in <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>
- An understanding and/or practical application of the MARAM Framework including assessment of adults using violence.
- Demonstrated understanding of the gendered analysis of family violence.
- Demonstrated specialist case management experience in providing trauma informed responses to people using violence.
- Experience in working with men who use violence towards family members within feminist and safety-first contexts will be highly regarded.
- A sophisticated understanding of Afghan culture, migration and settlement journeys and the impact of conflict and Afghan history on the community.
- Proficiency in oral and written English skills.
- Advanced skills in MS office software.

| | | | |
|---|----------------|---------------|--------------|
| Position Description Family Violence Practitioner - MFC | Effective Date | December 2026 | Version: 1.0 |
| Authorised by: Chief Executive Officer | Review Date | December 2027 | Page 3 of 6 |

- Current Victorian driver's license.

Desirable

- Graduate Certificate in Men's Behaviour Change: Client assessment and Case Management
- Graduate Certificate in Family Violence
- Graduate Certificate in Case Management
- Accredited Registered Training Organisation training

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.
- Authentic leadership style, able 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.
- Resilience in leading a team through change and growth processes.

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.

| | | | |
|---|----------------|---------------|--------------|
| Position Description Family Violence Practitioner - MFC | Effective Date | December 2026 | Version: 1.0 |
| Authorised by: Chief Executive Officer | Review Date | December 2027 | Page 4 of 6 |

- 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 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.

| | | | |
|---|----------------|---------------|--------------|
| Position Description Family Violence Practitioner - MFC | Effective Date | December 2026 | Version: 1.0 |
| Authorised by: Chief Executive Officer | Review Date | December 2027 | Page 5 of 6 |