



Position: Crisis Care Advocate

Team: Crisis Care Team

EFT: Refer to your contract.

Hours: 9.00-5.06

After Hours: Rostered for one week after hours, shared role with team members. Optimally, one week in seven and at times one week in three with sick leave/annual leave.

Accountable: Family Violence Services Manager

BACKGROUND:

Centre Against Violence (CAV) was previously known as Upper Murray Centre Against Sexual Assault (UMCASA). The original organisation UMCASA was established in the early 1990s by a group of people from north east Victoria. In 1992, the organisation was incorporated under the Associations Incorporation Act and has always been managed by a community based Board of Management. In 2012 the new name of Centre Against Violence was created to incorporate the diversity of programs operating under the auspice of the organisation.

CAV receives core funding through the Victorian Government Department of Health and Human Services, Children and Family Services branch. From time to time special project funding is sought from other sources.

CAV operates within a feminist framework in respect of our understanding and analysis of sexual assault and family/domestic violence. CAV provides crisis and short to medium and long term counselling, advocacy, information and support to adults, children and young people who have experienced sexual assault and their supporting family members and friends. We also offer services to children under 10 with problem sexual behaviour and young people 10 to 18 with sexually abusive behaviours.

CAV is committed to helping people of all gender identities, ethnicities, races, sexual orientations, religions, ages and physical abilities. This includes trans, gender diverse and non-binary people of all gender identities and expressions as well as cisgender women and men. We respect and celebrate the diversity within our communities and workplace and recognise that people may use different terms to describe their identity and experiences.

At CAV you are required to include and celebrate differences such as gender, age, culture, disability, sexual orientation, religion, spirituality, family and caring responsibilities. These are all valued, respected and celebrated.

CAV is linked to the Victorian after hours sexual assault crisis telephone service: SACL. Our agency provides 7 days per week 24 hours per day crisis care service to victim survivors of recent sexual assault (Recent = past two weeks).

CAV is also linked to Safe Steps, the state-wide family violence crisis service. CAV provides 24/7 crisis care for victim survivors affected by family/domestic violence.



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Rostered after hours work is an important role shared by CAV staff in both the Sexual Assault Service and the Family Violence Crisis Accommodation and Support Service.

CAV refers to the following Codes of Practice:

- Specialist Family Violence Services for women and children
- Women and Children's Family Violence Counselling and Support Programs. All staff working in Family Violence teams are expected to work according to these guidelines and standards
- CEASE – Intervention network for children and young people displaying sexually abusive behaviours
- CASA Forum - The Victorian Centres Against Sexual Assault Inc Standards (Peak body for the 16 Victorian CASAs)
- CAV's policies and procedures are supported by the Standards of Practice.

CAV operates a service delivery system which complies with the requirements of ISO:9001 Quality Management System, Human Services Standards and committed to the Rainbow Tick Standards.

Workers employed in CAV programs are provided with permanent employment subject to funding for this program being retained and to successful completion of six months' probation demonstrated by compliance to the terms of employment described in the CAV Employment Agreement which includes all requirements of the Quality Management System.

ACCOUNTABILITY:

Responsible through the Family Violence Team Leader who coordinates and reports to the Family Violence Services Manager. All staff are ultimately accountable to the CEO and through the CEO to the Board of Management of Centre Against Violence (CAV).

AWARD:

Salary and employment conditions are in accordance with the **Social, Community, Home Care and Disability Services Industry Award 2010**. Pay scales are in accordance with the Social and Community Services – Victoria – Award 2000. Classifications will be negotiated according to qualifications and experience.

LOCATION:

The Administrative base of the service is at Wangaratta. Full service is provided from Wangaratta, Wodonga and Benalla. Outreach service are provided routinely in other areas of the North East according to demand.

MAIN PURPOSE:

The main purpose of the position is to respond to L17s (Family Violence Referrals), undertake intake, risk assessment, immediate safety planning and to provide an out of hours face to face response for victim survivors and children/families affected by family/domestic violence.



HOURS:

As per your contract

QUALIFICATIONS and EXPERIENCE:

It is expected that applicants will hold a degree in social work, psychology, welfare, or a related discipline or be in their 4th Year of a Social Work degree. The successful applicant will have or be strongly interest in developing specialist knowledge and understanding of the issues relating to family violence and will have relevant skills and experience working in response to family violence.

Responsibilities

1. To respond to L17's (Family violence referrals from Victorian Police) encouraging victim survivors to engage with risk assessment entities and protection entities
2. Working with a cooperative and collegial approach provide an intake service for clients. This involves; risk assessment, safety planning, and consideration of the needs of children. For victim survivors at high risk of serious and imminent harm placement in refuge may require immediate attention.
 - Note that CAV conduct risk assessment for victim survivors using MARAM
3. To provide information and appropriate referral to victim survivors and relevant support people. Assess and source practical resources and supports required by victim survivors and children.
4. To be an active and positive contributor to an integrated family violence system ensuring that relationships are developed and maintained effectively with all relevant services.
5. To respond to the needs of victim survivors in secure accommodation when afterhours care is needed.
6. Ensure that the Family Violence Team leader/Rostered Leader is advised of potentially critical situations involving victim survivors and families.
7. Facilitate and advocate for victim survivors and families access to services
8. Communicate respectfully and honestly with victim survivors/families, colleagues and services.
9. Participate in internal and external audit and evaluation processes.
10. Engage in supervision and reflection with the Family Violence Team Leader



PLANNING AND SERVICE DELIVERY:

3.1 Contribute to CAV planning and policy development.

4. TEAM WORK:

4.1 A commitment to strengths based teamwork and participation in team meetings, supervision and other team activities as required and always meeting the standards described in the Centre Against Violence Code of Conduct

4.2 Demonstrate an understanding of and a commitment to work in accordance with the Confidentiality and Equal Opportunities Policies of CAV

5. ADMINISTRATION:

5.1 Maintain confidential and accurate files and records.

5.2 Maintain statistical records as required. Participate in other data collection as required.

5.3 Contribute to staff reports, annual reports and other agency reports as required.

5.4 Contribute to activities associated with the quality management system on a cyclical and ongoing basis.

6. PROFESSIONAL DEVELOPMENT:

6.1 Participate in professional development in order to pursue the development of relevant specialist skills and knowledge that will extend the range of skills and therefore the quality of service available to clients of the program

6.2 Participate in individual and peer supervision in order to continue to deliver good quality services and to improve that service on an ongoing basis.

6.3 Participate in and contribute to the development of critically reflective practice in a team environment.

KEY SELECTION CRITERIA:

1. Commitment to the philosophy of CAV and to the values it upholds.

2. A sound knowledge or willingness to learn about the complex nature and impact of family violence and demonstrated experience or willingness to learn about assessing, engaging and supporting families with complex needs.

3. Excellent and demonstrable verbal and written communication skills

4. Experience and or a willingness to develop excellence of practice in:

- a. Responding to victim survivors and children experiencing/affected by family/domestic violence focusing on risk assessment and safety planning
- b. Crisis intervention
- c. Telephone counselling
- d. Advocacy
- e. Casework.



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5. Understanding and commitment to working with victim survivors and children with diversity of culture.
6. Well-developed/developing casework theories/frameworks/intervention strategies.
7. Knowledge of rural issues and needs and an understanding of the specific issues for victim survivors and children experiencing/affected by family violence in a rural context.
8. Commitment to teamwork and democratic work practices. Commitment to professional supervision, development and support.
9. Ability to travel extensively in North East Victoria and to Melbourne as required.
10. Current driver's licence.
11. Working with Children's Check or willing to apply for this check and Victorian Police Check.
12. Excellent computer literacy skills in Microsoft word, Outlook and Data Collection Tools such as SHIP.

- *The successful candidate holds a current Victorian Drivers Licence without risk of loss through demerit points.*
- *The successful candidate holds or is willing to undertake a current Police Check and WWC ensuring their suitability as an employee of CAV.*
- *Is not and has not been subject to an intervention order by this title or any other used in Australia or overseas*
- *The successful candidate agrees that CAV selection panel reserves the right to contact previous employers and organisations that have contracted the candidate even if such contacts have not been named as referees for the purpose of checking authenticity and claims to experience/knowledge.*
- *The successful candidate, when offered the position, accepts the position with a declaration that there is no health status, either physical or mental that disables their ability to work effectively on a daily basis and notifies CAV if there is any need for modification to aid them at work.*