



POSITION DESCRIPTION - Family Violence Crisis and Recovery Advocate

Position: Family Violence Crisis and Recovery Advocate

Team: Outreach/Family Violence Services

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 Team Leader and 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 Families, Fairness and Housing. 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 care and case management for victim survivors of family violence attending to safety and recovery within a MARAM framework. CAV also provides 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 and young people under 18 years old who are identified as having harmful sexual 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.



CAV refers to the following Codes of Practice:

- Code of Practice: Principles and Standards for Specialist Family Violence Services for Victim-Survivors 2nd Edition 2020 DV Vic
- HSB– Intervention network for children and young people identified as using harmful sexual behaviours
- SAS Victoria- the peak body for sexual assault services and harmful sexual behaviours services. Standards of practice produced under the SAS Victoria networks guidelines are upheld.
- CAV's policies and procedures set standards of practice

CAV operates a service delivery system which complies with the requirements of ISO:9001 Quality Management System, Human Services Standards and 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 Services Manager of Centre Against Violence (CAV) and through the Family Violence Services Manager to the CEO.

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, Benalla and Wodonga. This is an outreach service provided routinely in North East according to demand.

MAIN PURPOSE

The main purpose of the position is support victim survivors of family violence. It provides case management to victim survivors experiencing family violence to access a range of services so they can live free from violence and rebuild their lives. Case management provides support which may include risk assessment, crisis response, personal care, life skills training, information and advocacy and/or assistance with accessing appropriate long-term housing and training and employment opportunities. Case workers also provide direct support, which typically includes assistance to meet the goals and outcomes identified in a person's case plan. Support can be provided either face-to-face or by phone based on clients' risk, needs and circumstances. It is trauma informed, recovery oriented and uses a range of theoretical interventions in an active holistic approach.

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. The successful applicant will demonstrate knowledge and understanding of the issues relating to family violence and will have or be willing to develop highly competent and comprehensive practice skills in response to family violence against victim survivors and children.

KEY RESPONSIBILITIES

Direct Service Provisions

- Provide a holistic package of care including crisis care, short to medium term advocacy and trauma informed case management responses to victim survivors and children affected by family violence.
- Aware of the importance of team work, and actively supporting team responses, a member of the family violence team will participate in intake work when needed, undertake risk assessment, safety planning, case formulation and exit planning, maintaining case notes and data entry that reflect the status of these professional activities.
 - Note that CAV conduct risk assessment for victim survivors using MARAM
- Provide information and appropriate referral to victim survivors. Provide relevant support to the client noting the CAV emphasis on the duality of response: risk assessment and safety planning as one component of care and response to needs as another. Identifying and responding to needs holistically supports victim survivors to achieve and maintain safety.
- Assess and source practical resources and supports required by victim survivors using brokerage such as Family Violence Flexible Support Packages.
- Be an active and positive contributor to an integrated family violence system ensuring that relationships are developed and maintained effectively with all relevant colleagues and services.
- Be accountable for the coordination of care for victim survivors allocated and ensure that their needs and progress are always readily available to colleagues via up to date client records
- Understand and respond respectfully to all victim survivors of many diverse backgrounds and needs including those who are involuntary clients (Child Protection Unit referrals), have multiple and complex needs and who may find it difficult to engage with CAV due to cultural, experiential and/or diversity reasons such as language, ability/disability, LGBTIQ identity, faith and parental status.
- Participate at all times in the effective and sensitive provision of services to victim survivors identified as high risk clients, ensuring that Team leaders and Family Violence Services Manager and when relevant the Ramp Coordinator are fully briefed and supported to manage their role within the structure.

Professional & Community Education

- To provide secondary consultation to other workers involved in working with victim survivors experiencing/affected by family violence
- To provide professional training and community education to increase awareness in the local community about family/domestic violence issues



Planning & Service Delivery

- Participate in the evaluation of the existing service and plan for ongoing and future service delivery to victim survivors affected/experiencing family/domestic violence in the North East of Victoria.
- Contribute to CAV planning and policy development.

Teamwork

- A commitment to strengths-based teamwork and participation in team meetings, supervision and other team activities as required.
- A strong and genuine commitment to working respectfully and inclusively with all colleagues including leaders.
- Demonstrate an understanding of and a commitment to work in accordance with the Confidentiality and Equal Opportunities Policies of CAV

Administration

- Maintain confidential and accurate files and records and prepare reports as per CAV policy and procedures.
- Maintain statistical records as required. Participate in other data collection as required.
- Contribute to staff reports, annual reports and any other agency reports as required.
- Contribute to the quality management systems which includes knowing and using all policies, information sheets, work instructions, forms relevant to the position. Participate fully in internal and external auditing activities. Always assist CAV to build a more robust quality management systems so that quality of care for client is a priority.
- Contribute positively to the Occupational Health and Safety requirements of working at CAV being aware that safety in the context of the work, both physical and psychological is an individual and organisational responsibility.

Professional Development

- Participate in professional development 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
- Participate in individual and peer supervision to continue to deliver good quality services and to improve that service on an ongoing basis.
- 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. Excellent and demonstrable verbal and written communication skills
3. Experience and excellence of practice in:
 - Responding to victim survivors experiencing/affected by family/domestic violence
 - Crisis intervention
 - Telephone support
 - Advocacy
 - Case management
4. Well-developed understanding of the broad range of issues surrounding family violence
5. Understanding and commitment to working with victim survivors with diversity of culture
6. Well-developed case management theories/frameworks
7. Knowledge of rural issues and needs and an understanding of the specific issues for victim survivors experiencing family violence in a rural context.
8. Experience in providing secondary consultation to professionals.
10. Commitment to teamwork and democratic work practices. Commitment to professional supervision, development, and support.
11. Ability to travel extensively in North East Victoria and to Melbourne as required.
12. Excellent computer literacy skills in Microsoft word, Outlook and Data Collection Tools such as SHIP

Safety Screening

- *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.*