

Position:	Crisis Care Advocate
Team:	The Orange Door
EFT:	Full Time
Hours:	9.00 a.m. – 5.06 p.m.
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 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.

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.

Support and Safety Hubs (The Orange Door)

The Victorian Government has committed to implementing all 227 recommendations of the Royal Commission into Family Violence and to delivering on the vision described in Roadmap for Reform: Strong families, Safe children.

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs ('Hubs') across Victoria to provide a new way for adults, young people and children experiencing family violence, and families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported. These Hubs are known as The Orange Door.

The Orange Door is also intended to hold perpetrators to account by planning interventions to address the risk they pose and challenging their controlling, violent and abusive behaviour.

The Orange Door keeps the whole family in view and provides a more visible contact point to access family violence services, family services and perpetrators services, with expert support tailored to each family member's needs.

Given the phased approach to implementing The Orange Doors and the evolving nature of the design process, certain elements of the service model may change over time. The role and operations of The Orange Door will not be static or fixed at one point in time. Just as the practice of the Orange Door will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of The Orange Door will continue to develop and be informed by community needs, co-design, evaluation, and practice learnings. Future development of the service model will continue to be set at the state-wide level, informed by local practice and experience.

Role of The Orange Door

The Orange Door delivers a fundamental change to the way we work with adults, young people and children. The role of The Orange Door is to provide:

- a more visible contact point so that people know where to go for specialist support
- help for people to identify family violence and child and family safety and wellbeing issues
- advice based on contemporary risk assessment tools and guidance and best available information
- specialist support and tailored advice for victims, families and children, and perpetrators
- a strong focus on perpetrator accountability
- connection and coordination of access to support
- an approach across the spectrum of prevention, early intervention and response
- a system-wide view of service capacity, client experience and outcomes.

The Orange Door supports the agency of adults, young people and children, to ensure that the services they receive meet their needs and their goals.

The Orange Door Team

Orange Doors brings together different workforces and practices to create an integrated Orange Door team and a consolidated intake point in each Orange Door area to create a new way of support for:

- Adults, young people and children experiencing family violence
- perpetrators of family violence

- families in need of support with the care, development and well-being of children.

This is achieved by drawing on the expertise of CSOs, Aboriginal services and Department of Fairness, Families and Housing (DFFH) formally known as DHHS and bringing together workers from organisations that currently:

- receive police referrals for victim survivors of family violence
- receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- receive child wellbeing referrals
- provide the Child FIRST service
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services.

The Orange Door team includes a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DFFH. For each launch site the size of the team will vary to reflect the local needs.

Family Violence Crisis Care Advocate

The Family Violence Crisis Care Advocate is a position auspiced by Centre Against Violence and working in the Ovens Murray Orange Door.

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.

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**.

Accountabilities

- To respond to L17's (Family violence referrals from Victorian Police) encouraging victim survivors to engage with risk assessment entities and protection entities.
- 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. CAV conducts risk assessment for victim survivors using MARAM.
- 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.
- 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.
- To respond to the needs of victim survivors in secure accommodation when afterhours care is needed.
- Ensure that the Family Violence Team leader/Rostered Leader is advised of potentially critical situations involving victim survivors and families.

- Facilitate and advocate for victim survivors and families access to services.
- Communicate respectfully and honestly with victim survivors/families, colleagues and services.
- Participate in internal and external audit and evaluation processes.
- Engage in supervision and reflection with the Family Violence Team Leader.

Planning & Service Delivery

- 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 and always meeting the standards described in the Centre Against Violence Code of Conduct
- 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.
- Maintain statistical records as required. Participate in other data collection as required.
- Contribute to staff reports, annual reports and other agency reports as required.
- Contribute to activities associated with the quality management system on a cyclical and ongoing basis.

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. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level or working towards.
2. Commitment to the philosophy of CAV and to the values it upholds.
3. A sound knowledge or willingness to learn about the complex nature and impact of family violence and supporting families with complex needs.
4. Excellent verbal and written communication skills.
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. 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 support
 - d. Advocacy
 - e. Casework.
9. Current driver's licence.
10. Working with Children's Check and Victorian Police Check.
11. Excellent computer literacy skills in Microsoft Word, Outlook and Data Collection Tools such as SHIP.

Qualifications

A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level or working towards.

Qualifications must align with the Mandatory Minimum Qualification Requirements for Specialist Family Violence Workers (Recommendation 209).

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 WWCC ensuring their suitability as an employee of CAV.*
- *Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website www.immi.gov.au and can be searched for under the phrase, 'penal clearance certificate.'*
- *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 the Orange Door 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.*
- *A minimum of two references are required and must be from an Organisation/Company phone number rather than a mobile phone number.*
- *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 daily and notifies CAV if there is any need for modification to aid them at work.*