



POSITION DESCRIPTION

August 2016

Position:	After Hours Crisis Worker
Employment Period:	Casual Roster
Exemption:	VCAT Exemption No. A128/2012 (subject to Equal Opportunity Act 2010)
Reports to:	Manager - Crisis Response
Remuneration:	Salary and conditions based on qualifications and experience in accordance with the Women's Health West Enterprise Agreement 2010 Level 3b. Generous salary packaging options available as per WHW policy. An initial probationary period will apply as part of the employment offer and contractual agreement.
Located:	Women's Health West, 317-319 Barkly Street, Footscray Vic 3011

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

The after-hours crisis worker reports to the crisis response manager and is responsible for responding to after hour's crisis calls. The after-hours crisis worker is a key component of the enhanced 24 hour crisis response program, which includes a 24 hour crisis outreach and telephone service and police referral (L17) response. It operates across the western metropolitan region to respond to women with and without children experiencing family violence crisis. The 24 hour crisis response service's aim is to provide a seamless, comprehensive and integrated response 24 hours a day, seven days a week. The service responds to referrals from police, Western Region Hospital, Safe Steps Family Violence Response Centre and WHW family violence service.

The after-hours crisis worker is responsible for ensuring a smooth transition of women supported after-hours to family violence specialist services and other services across the region. They also contribute to the development and achievement of team and organisation goals and actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Result Areas and Responsibility

Provide crisis interventions to women and their children who are in crisis.

- Provide immediate face-to-face crisis outreach response outside of business hours to police stations and hospitals in the western region.
- Respond to women (in accordance with policy and procedures) accessing the service.
- Accept and respond to referrals (in accordance with protocols) from external agencies, particularly Victoria Police and Safe Steps.
- Undertake a risk assessment of clients' needs and their accompanying children according to agency standard format.
- Develop immediate safety plans in collaboration with clients.
- Ensure client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.
- Provide after-hours contact point for women residing at Joan's Place

Contribute to the development and implementation of the integrated family violence services work plan in relation to the crisis response program.

- Maintain accurate case files, assessment documentation and case notes in a manner that will meet all auditing requirements of WHW, DHS standards and legislative obligations.
- Performance of other duties that are required that are within the range of the employee's skills, competency and training.

Provide advice, support and secondary consultation and to other WHW workers and external service providers to ensure maximum collaboration and enhanced referral pathways.

- Work collaboratively with Victoria Police, western region hospitals, Safe Steps Family Violence Response Centre and other community agencies.
- Provide secondary consultation to external organisations regarding women experiencing violence.
- Actively promote WHW and our programs with our community partners to ensure maximum collaboration that supports positive outcomes for clients.

Contribute to the development and achievement of team and organisation goals through regular supervision and participation in professional development activities.

- Participate in regular after hours meetings and annual appraisal.
- Participate in induction processes and probationary reviews as required.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.

Contribute to processes that ensure collaboration and integration across and between WHW programs and service to achieve organisational goals and objectives.

- Promote a culture of collective learning and collaborative work practices, including respectful and positive communication within the team and organisation.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation plan and the feminist audit tool.

Key Selection Criteria

1. Qualifications in social work and eligibility for AASW membership or other related discipline.
2. Demonstrated understanding of family violence risk assessment and safety planning as it relates to women, children and young people who have experienced family violence.
3. A demonstrated understanding of theory and practice as it relates to the provision of family violence services to women and children, including those from diverse communities.
4. Demonstrated commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
5. Ability to develop and maintain external relationships that foster partnership work and professional and community networks that improve client and program outcomes.
6. Excellent written and verbal communication skills, including the ability to maintain client records and collect statistical data to inform agency reports.
7. Sound computer skills including use of data base applications.

PERFORMANCE MONITORING

An initial review of performance will be undertaken within six months of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Women's Health West is an equal opportunity employer with VCAT Exemption No. A128/2012.
2. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.
3. Employment is subject to the satisfactory completion of a national Police Record Check and where required, a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
4. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

FURTHER INFORMATION

If you have specific queries about this position please contact Megan Perry on 9689 9588.

To apply for this position, please send your written application addressing the key result areas and key selection criteria marked 'Confidential' to the address below. Please include three nominated referees, including your most recent line manager.

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au

Closing Date: 31st October 2016