



## POSITION DESCRIPTION

### March 2017

<b>Position:</b>	Family Violence Intake Worker
<b>Employment Period:</b>	Casual basis
<b>Exemption:</b>	VCAT Exemption No. A128/2012 (subject to Equal Opportunity Act 2010)
<b>Reports to:</b>	Manager - Access
<b>Remuneration:</b>	Salary and conditions based on qualifications and experience in accordance with the Women's Health West Enterprise Agreement 2010 Level 3B, including 9.5% superannuation. Generous salary packaging options available as per WHW policy. An initial probationary period will apply as part of the employment offer and contractual agreement.
<b>Located:</b>	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 intake worker reports to the access manager and is responsible for providing family violence risk assessment, safety planning, information and access to referral pathways for women and children experiencing family violence across the western metropolitan region. The position also provides information and secondary consultation to WHW family violence service staff and staff from other local community agencies and services. The core function of the position involves responding to telephone, email and face-to-face inquiries. The intake worker assesses needs, provides information, and facilitates internal and external referrals to and from WHW as appropriate to respond to the support needs of women and children experiencing family violence. The position also provides community education to local community services and other agencies to increase their capacity to access referral pathways available for women and children requiring assistance and support. The worker is expected to 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

### **Conduct risk assessments of clients and any accompanying children to determine needs, and provide referral and interventions according to organisational standards, policy and procedures.**

- Respond to women accessing the WHW regional family violence intake service either by phone, face-to-face or in response to referrals from external agencies.
- Undertake risk assessments of women and any accompanying children to determine their individual needs.
- Develop and review immediate safety plans in collaboration with women.
- Develop and record a client-centred interim response plan that outlines clear actions and timelines.
- Maintain accurate case files, assessment documentation and case notes in a manner that will meet all auditing requirements of WHW, DHHS standards and legislative obligations.

### **Provide short term crisis and case management support to women and their children who are on the waiting list for case management allocation.**

- In conjunction with the senior intake coordinator, provide crisis intervention and interim support to women and their accompanying children who are on the waiting list for case management allocation.
- Develop and monitor appropriate client case plans, ensuring that clients are actively engaged in the planning and decision-making process.
- Coordinate all aspects of short term case management including assessment, case planning, case review and case closure.
- Ensure program data (SHIP) is collected to inform program planning and to meet data recording requirements of DHHS and the WHW board.
- Ensure client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions.

### **Provide advice, support and secondary consultation to WHW family violence integrated services staff and external service providers to ensure maximum collaboration and enhanced referral pathways.**

- Provide support and secondary consultation to other members of the integrated family violence services team as required.
- Provide secondary consultation to external organisations relating to assessing and responding to the needs of women and children experiencing violence.
- Work collaboratively with Safe steps, Victoria Police, DHHS Child Protection, Housing, Child First, mental health, drug and alcohol services, McAuley Community Services for Women, In Touch, and other community agencies to ensure an effective referral response.
- Work collaboratively with Elizabeth Morgan House and other Aboriginal and Torres Strait Islander organisations.
- Facilitate community education sessions and actively promote WHW and our programs to community service organisations to ensure maximum collaboration that supports positive referral and service outcomes for women and children.

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

- Participate in induction processes and probationary reviews as required.
- Participate in regular supervision and annual appraisal to discuss clients, workload and professional development (every two weeks or as agreed by access manager).
- Undertake identified training and professional development activities to support case management practice and skills development.
- Participate in regular group supervision reflective practice sessions.

- 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.
- Actively participate in team, program, stream and staff meetings and planning days.
- Actively participate in cross-team and cross-stream mechanisms designed to facilitate links within and between Intake program, the integrated family violence services stream and the whole organisation, ensuring that collaboration is embedded in all aspect of WHW's operations.
- Participate in organisational continuous quality improvement and risk management frameworks.
- 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 Action Plan and the Feminist Audit Tool.
- Performance of other duties that are required that are within the range of the employee's skills, competency and training.

### **Key Selection Criteria**

1. Tertiary qualifications in social work, community services or other related discipline.
2. Experience providing assessments, crisis support and/or case management for women who have experienced family violence and/or trauma, including those from diverse communities.
3. An understanding of theory and practice as it relates to the provision of family violence services to women and their children.
4. 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 positive internal and external working relationships that foster partnership and improve client and program outcomes.
6. Well-developed written and verbal communication skills, including the ability to maintain client records and collect statistical data to inform agency reports.
7. 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 are encouraged to apply.
3. Women's Health West is a Child Safe Organisation and 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 any questions about this position please contact Director Family Violence Integrated Services on 9689 9588.

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

Recruitment  
Women's Health West  
317-319 Barkly Street  
FOOTSCRAY VIC 3011  
[recruitment@whwest.org.au](mailto:recruitment@whwest.org.au)