



## POSITION DESCRIPTION DECEMBER 2012

<b>Position:</b>	Family Violence Crisis Outreach Worker
<b>Employment Period:</b>	.9EFT, 34.2hr wk Ongoing Position
<b>Exemption:</b>	VC & AT Exemption No. A128/2012 (subject to Equal Opportunity Act 2010)
<b>Reports to:</b>	Co-ordinator – Family Violence Crisis Outreach Service
<b>Responsibility:</b>	The position is responsible for providing crisis and short term support to women and children experiencing family violence. This includes core functions of intake, case management, court support, “placed based” or outpost work, housing and community development.
<b>Internal Relationships:</b>	The person needs to develop strong working links with the direct service team members and all staff within WHW.
<b>External Relationships:</b>	The person in this position will maintain and initiate effective working relationships with clients and a wide range of community, legal and health workers in the Western Region. In particular they will participate at sub-regional family violence network meetings and develop good working relationships with other family violence workers, counsellors’ police, lawyers, and community workers in a local government area (LGA).
<b>Remuneration:</b>	Salary based on Women’s Health West Enterprise Agreement 2010, Level 3b pay point negotiable dependent upon experience. Salary Packaging is also available in accordance with WHW Policy. An initial three month probationary period will apply as part of the employment offer and contractual agreement. A current Police Clearance and Working with Children Check is required. WHW is committed to complying with privacy and confidentiality legislation. All employees are required to sign a Privacy and Confidentiality Agreement as part of the employment offer and contractual agreement.
<b>Located:</b>	Women’s Health West, 317-319 Barkly St, Footscray

### KEY ROLE:

The Family Violence Crisis Outreach Worker will provide client-centred case management services incorporating intake, risk assessment and safety planning, and court support. She will be responsible for providing crisis and short term support to women and their children experiencing and escaping family violence. The worker will manage demanding and changing workloads and competing priorities. .

The outreach worker will work within a community development framework with other service providers to ensure an integrated response to family violence that is demonstrated by clear and consistent referral pathways, protocols and joint local initiatives.

The position may be out posted to “place bases” to relevant sites in the Western Sub region of Melbourne and be rostered on intake duties one day a week.

## KEY RESPONSIBILITIES:

KPI 1	DESCRIPTION
<p><b>PROFESSIONAL SKILLS AND APPLICATION:</b> Appropriate qualifications, experience, demonstrated knowledge and application of the skills required for this position</p>	<ul style="list-style-type: none"> <li>• Work in accordance with Department of Human Services SAAP Policy, Occupational Health &amp; Safety Standards, other formal requirements and policies and procedures of WHW/FV Services</li> <li>• Coordinate all aspects of case management from initial contact to case plan, completion and service exit.</li> <li>• Develop and monitor appropriate client case plans ensuring that participants are actively engaged in the planning and decision making process.</li> <li>• Provide ongoing support, advocacy, information and referral to program clients</li> <li>• Liaise / coordinate with other service providers regarding co case management, case conferencing and professional meetings</li> <li>• Participate in appropriate internal and external meetings and forums</li> <li>• Support women and their children who are experiencing family violence within a structural theoretical and therapeutic feminist framework.</li> <li>• Provide assistance to women and their children in accessing the housing sector (public/private housing, segmented waiting, crisis accommodation, Transitional Housing and women’s refuges)</li> <li>• Provide short term support, early intervention/ crisis counselling/support and complex case management;</li> <li>• Provide secondary consultations and direction in service development / community development activities as negotiated,</li> <li>• Participate on Intake roster and back-up roster as required.</li> <li>• Ability to advocate on behalf of service users to ensure access to relevant services related to family violence support services: including health, income security, drug and alcohol, psychiatric, legal and CALD, disability and accommodation issues.</li> <li>• Ability to update knowledge of internal procedures through reading and familiarisation with the procedure manuals, communication service systems on a regular basis.</li> <li>• Awareness of the rights of accompanying children – a familiarity with the internal policy and the Children in SAAP guidelines for the safety and well being of children.</li> <li>• Knowledge of service user grievance procedures – Homelessness Advocacy Service and homelessness Assistance Service Standards (HASS) and internal agency policies and processes.</li> <li>• Knowledge of the Family Law and Crimes (Family Violence) Act 1989</li> <li>• Recognise child protection issues and raise concerns with direct service coordinator for decisions on notification to DHS.</li> <li>• Knowledge of cultural issues which impact upon communication and skills in cross-cultural communication.</li> <li>• Competency in the use of interpreters and telephone interpreters</li> <li>• Interpersonal skills including ability to establish rapport, engage and empathise with clients to encourage informed decision making.</li> <li>• Verbal and written skills</li> <li>• Sound computer applications usage</li> </ul>
KPI 2	DESCRIPTION
<p><b>COMMUNICATION WITH STAKEHOLDERS:</b> Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of</p>	<ul style="list-style-type: none"> <li>• Develop close working relationships with partner and other agencies providing direct or indirect support to women who have experienced family violence. This includes community service providers such as legal, police, housing, local government , hospital, to ensure an integrated response to family violence</li> <li>• Attend appropriate network meetings as required.</li> </ul>

<p>stakeholders</p>	<ul style="list-style-type: none"> <li>• Monitor trends, changes and service gaps within the local community and report to the direct service coordinator with findings and/or recommendations.</li> <li>• Act in a professional manner at all times when dealing with internal &amp; external clients.</li> <li>• Positively promote the organisation both internally &amp; externally.</li> <li>• Be prompt and provide courteous service to service users, colleagues and the broader community.</li> <li>• Maintain confidentiality on all issues relating to the Organisation, the service users &amp; colleagues.</li> <li>• Treat all stakeholders with respect &amp; equality, whilst being responsive to their needs.</li> </ul>
<p><b>KPI 3</b></p>	<p><b>DESCRIPTION</b></p>
<p><b>TEAMWORK AND COMMUNICATION:</b>          Demonstrated ability to participate as an active member of Women’s Health West, consistent with the philosophy and policies of the organisation.</p>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the integrated family violence service and clarity about referral pathways, protocols, joint local initiatives and the role of consortium members and other agencies</li> <li>• Knowledge of the program philosophy and policies – familiarisation with the Policy and Procedures Manual.</li> <li>• Demonstrated knowledge of other WHW FV Services by utilising the resources within the agency.</li> <li>• Co-operate with team members, students, volunteers, service users and management.</li> <li>• Model a professional work ethic – reliable, punctual, and flexible in work practice.</li> <li>• Share information with co-workers and management and being proactive in solving work related problems.</li> <li>• Provide support and help to others, which include sharing the workload equitably.</li> <li>• Seek to work through conflict and reach agreement by demonstrating good communication skills.</li> <li>• Work well within a diverse environment and actively foster a workplace culture of tolerance and learning.</li> <li>• Support the implementation of team directions and decisions, and provide support for outreach caseworkers.</li> <li>• Ability to develop professional links with other agencies based on the provision of outcomes for service users (as evidenced by formal written protocols where appropriate).</li> <li>• Contribute to internal newsletter and/or other journals as required and negotiated.</li> <li>• Assist in the review of protocols, policies and procedures.</li> <li>• Work positively within a team to achieve team and organisational goals.</li> <li>• Work harmoniously with other team members to achieve service delivery excellence.</li> <li>• Contribute to the implementation of the organisational strategic plan.</li> </ul>
<p><b>KPI 4</b></p>	<p><b>DESCRIPTION</b></p>
<p><b>ADMINISTRATION AND DOCUMENTATION:</b>          Through the use of organisational procedures ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</p>	<ul style="list-style-type: none"> <li>• Ability to record accurate and detailed case notes, contribute to the internal communication systems, case allocation and review processes, maintain existing Referral Protocol with partner and other agencies, and where appropriate update internal databases as required.</li> <li>• Familiarisation with SAAP case management system.</li> <li>• Contribute to agency research by monthly analysis of data reports and the identification of new and emerging trends in presenting issues.</li> <li>• Co-operate with other surveys or research generated through the SAAP or health sectors, which may be operating through Crisis</li> </ul>

	<p>Services.</p> <ul style="list-style-type: none"> <li>• Ensure that accountability reports, including National Data Collection Agency (NDCA) and SMART data returns, PRB recording, monitoring and data collection and other Internal Data Collections produced and collated as necessary</li> <li>• Ensure that all documentation is accurate and completed in a professional and timely manner.</li> <li>• Respond to requests for reports and other written documents.</li> <li>• Assist in the upkeep of resource files and databases.</li> </ul>
<b>KPI 5</b>	<b>DESCRIPTION</b>
<p><b>CONTINUOUS IMPROVEMENT:</b> Commitment to ensuring quality services are delivered to stakeholders through continuous improvement activities</p>	<ul style="list-style-type: none"> <li>• Participate and contribute to Occupational Health and Safety Standards and activities by assuming a responsibility for the proper use of all safety equipment and monitoring of the environment to ensure safe practice.</li> <li>• Participate and contribute to quality improvement programs such as the organisational strategic planning processes, team work plans and individual work plans and other activities to meet Service/Registration/Accreditation Standards</li> <li>• Practice and promote equity principles in the community.</li> <li>• To promote a positive image of the FV Services and Women's Health West to members of the community through professional standards of personal presentation and accountability and by supporting the mission and objectives of the agency.</li> <li>• Performance of other duties as required provided such duties are within the range of the employee's skill, competence and training.</li> <li>• Demonstrate understanding of all relevant external legislation &amp; internal policies and procedures that relate to this position and the Organisation.</li> <li>• Participate in and contribute to quality improvement programs and other facility activities to meet Service /Registration/ Accreditation Standards.</li> <li>• Participate and contribute in occupational health and safety activities to ensure a safe work environment for service users, community, staff and visitors.</li> <li>• Performance of other duties as required provided such duties are within the range of the employee's skills, competency and training.</li> </ul>
<b>KPI 6</b>	<b>DESCRIPTION</b>
<p><b>PERSONAL AND PROFESSIONAL DEVELOPMENT:</b> Demonstrated experience and understanding of the need for continuation of both personal and professional development.</p>	<ul style="list-style-type: none"> <li>• Demonstrate ability to continually develop both personally and professionally by informing coordinator/team leader of training needs to meet the changing needs of your career and sector.</li> <li>• Participate in program, group and individual supervision sessions and professional development training as required.</li> <li>• Prepare for and participate in team, staff and group meetings as required.</li> <li>• Help the group to work through differences, resolve conflicts and reach agreement.</li> <li>• Take responsibility for increasing ones own learning and by involving self in the individual and group supervision process and annual staff appraisal process.</li> <li>• Attend and participate in internal training sessions and other external training where the need has been identified and discussed with the coordinator.</li> <li>• Continually develop both personally &amp; professionally to meet changing needs.</li> <li>• Attend all training sessions provided by the organisation and be actively involved in other training &amp; development as required.</li> <li>• Actively participate in the Performance Management process as required.</li> </ul>

## **KEY PERFORMANCE INDICATORS:**

To completely perform in this position, the person should possess knowledge, skills and experience based upon six Key Performance Indicators (KPIs)

Regular performance monitoring will be against the K.P.I.'s.

## **KEY SELECTION CRITERIA:**

1. A demonstrated feminist understanding of the issues surrounding family violence and a commitment to working to address gender equity issues within the broader community.
2. An understanding of the integrated family violence service's system and the role of the Family Violence Crisis Outreach Worker to co-ordinate appropriate response within this system
3. A capacity to crisis manage, to assess and make timely and appropriate decisions on the provision of information, options and resources with regard to women and children escaping family violence.
4. A demonstrated commitment and ability to work with women and children who are experiencing family violence in a respectful, empowering way, using community development principles
5. Demonstrated understanding of government processes, services and policies including legal and housing to successfully advocate for the provision of an integrated and appropriate response for women escaping family violence
6. A sound knowledge of the resources and services available in the community sector, with respect to family violence, crisis interventions, child protection, health, legal, income security, immigration policy, disability and housing.
7. Demonstrated ability to work within a team delivering a range of services whilst clearly understanding boundaries and roles and responsibilities when working independently.
8. Highly developed interpersonal communications skills such as public speaking, networking and negotiation skills to effectively advocate on behalf of a client
9. Tertiary qualifications in the field of social or community services area or equivalent experience and accredited relevant work based training certificate (eg Certificate 4 Community Services).
10. Demonstrated skills to maintain concise, accurate records and client files, and undertake monitoring activities and statistical data collection through proficient use of appropriate computer applications Eg. Microsoft Word, Excel,
11. A current driver's licence

## **Desirable**

- General understanding and/or knowledge of the socio-demographics of the Western suburbs including issues relevant to Culturally and Linguistically Diverse communities
- Experience in group work activities and meeting processes
- Proficiency in language(s) other than English

## **PERFORMANCE MONITORING**

### **Fixed Term Position:**

Appropriate arrangements for performance monitoring will be determined, based on the duration and scope of the position.

### **For Continuing Employment Position:**

An initial review of performance will be undertaken within three months of commencement, as per WHW's probation policy and then formally every twelve months using the six Key Performance Indicators (K.P.I.'s).

### **Review of Position Description:**

This position description will be reviewed annually as part of performance management, when the position description becomes vacant or as deemed as necessary.

## **FURTHER INFORMATION:**

If you have specific queries about this position, please contact or Jacky Tucker, Manager, Family Violence Services, Women's Health West on 9689 9588.

Written application marked 'Confidential', applicants must address the selection criteria, with three nominated referees with at least 2 from current and previous line managers to:

Manager,  
Family Violence Services,  
Women's Health West  
317-319 Barkley Street, Footscray 3011

E-mail address: [jacky@whwest.org.au](mailto:jacky@whwest.org.au)

Closing Date: Friday 1<sup>st</sup> February 2013