



POSITION DESCRIPTION February 2019

Position	Personal Safety Initiative (PSI) Regional Coordinator
Program Streams	Integrated Family Violence Services
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
Reports to	Manager – Family Violence Partnerships
EA 2017 Classification	Level 6
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 Personal Safety Initiative (PSI) is a Victorian government initiative designed to assist women who are at high risk of family violence to remain in their homes while leaving violence. Clients who are eligible for a PSI response will have access to family violence case management, as well as personal and property safety audits by security specialists leading to installation of personal and home security technologies and access to personal safety devices. This will include 24/7 monitoring and response to activations in coordination with Victoria Police. The PSI regional coordinator reports to the family violence partnerships manager and is responsible for ensuring the effective delivery of the PSI program at WHW. The PSI regional coordinator is expected to develop and maintain collaborative relationships with key delivery partners at a local level and ensure the initiative is clearly communicated to local family violence case management providers across the region. The PSI regional coordinator will also play a leadership role in ensuring collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

Key Result Areas and Responsibility

Coordinate the effective administration and delivery of the Personal Safety Initiative (PSI) including assessment of applications and overseeing funding and authorisation responsibilities.

- Ensure adherence to the department PSI operational guidelines and standards.
- Liaise with RAMP / flexible support packages (FSP) team leaders about client applications, eligibility and invoicing to ensure that PSI applications are processed in a timely manner in conjunction with admin / finance staff.
- Coordinate property safety audits, including communication with registered security agencies (RSA) and family violence case managers.
- Review property safety audit reports and approve recommendations for flexible support package applications.
- Assess, approve and process PSI/security-related flexible support package applications according to DHHS and WHW guidelines.
- Send approval for PSI responses to RSAs and family violence case managers.
- Liaise with security companies (preferred providers determined by DHHS) and family violence case managers to facilitate property safety audits.
- Liaise with after-hours and alarm verification support agencies.
- Coordinate local ordering and delivery of personal safety devices as per DHHS agreements.
- Oversee and troubleshoot safety technology difficulties arising at the local level.
- Ensure equitable distribution of PSI packages to all PSI locations, based on need and risk.
- Coordinate and oversee evidence retrieval of closed circuit television (CCTV).
- Perform relevant administrative and clerical tasks and processes as required, such as maintain records, write up/disseminate minutes of any local area meetings, and prepare device utilisation reports.
- Report client demographic and high level data into the Commonwealth Data Exchange (DEX).

Develop and maintain productive and collaborative relationships with key personnel and agencies at a local level in order to promote and provide access to the PSI.

- Coordinate the successful implementation of PSI by fostering relationships with key delivery partners at the local level.
- Ensure that the PSI initiative is clearly communicated to key local stakeholders including Victoria Police, to build local knowledge and increase familiarity of PSI.
- Deliver training for family violence case managers across the region on PSI operational, technology, and funding processes and requirements.
- Provide in-house training and support for RAMP/FSP team members on core aspects of the PSI initiative, including information on the role of family violence case managers and the PSI regional coordinator in the delivery of the program.
- Report on local activity to PSI state-wide coordinator and DHHS.
- Liaise with PSI state-wide coordinator on complex cases and issues occurring at the local level.
- Share knowledge and develop collaborative practices with the PSI state-wide network through formal and informal channels to continually improve the quality and effectiveness of the initiative.

Provide ongoing program monitoring and analysis in order to contribute to the successful delivery and continuous improvement of the PSI.

- Receive and review regular reports from the registered monitoring centres (RMCs) regarding technology usage.
- Receive regular reports from family violence case management providers on PSI client numbers, alarm usage, and other important data.
- Act as a point of contact for family violence case managers across the region and ensure the PSI operational guidelines are functioning effectively at the local level.
- Develop monitoring reports using appropriate templates for the state-wide coordinator.
- Oversee and troubleshoot challenging or complex case issues as reported by family violence case managers across the region.
- Document key lessons and challenges that arise during the PSI implementation and prepare or contribute to reports and evaluations as required.
- Make recommendations to effectively resolve difficulties by using judgement that is consistent with WHW values, standards, practices, policies and procedures.

Provide supervision and effective human resource management for the FSP brokerage administrator, fostering a collaborative culture in line with organisational values, building workforce capability and undertaking succession planning for a sustainable organisation.

- Have responsibility for the recruitment, induction and line management of the FSP brokerage administrator.
- Engage in and provide regular supervision tailored to the needs of FSP brokerage administrator to support their ability to deliver operational services and programs consistent with the goals and values of WHW.
- Undertake annual performance development and action planning, and engage in regular reviews of the FSP brokerage administrator to encourage development of responsive service delivery.
- Identify personal and professional development opportunities for FSP brokerage administrator arising from the annual appraisal process.
- Monitor leave entitlements, including personal leave, annual leave, flexitime and time in lieu.
- Undertake a probationary review with the FSP brokerage administrator and offer an exit interview as required in line with WHW policies.
- Ensure any concerns about staff performance and/or behaviour are dealt with in a timely manner, supporting staff to improve performance and/or resolve any concerns.
- Ensure equitable and adequate staff workloads and timely service delivery.
- Where agreed, organise student placements that meet professional standards and agency expectations.
- Role model respectful and professional behaviour within the work environment at all times, displaying leadership, initiative, openness, honesty, genuineness and transparency.

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

- In collaboration with the family violence partnerships manager, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.

- Participate in regular supervision and annual appraisal to discuss workload and professional development.
- Participate in training and prepare reports for the family violence partnerships manager.
- 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.

- 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 the family violence partnerships team, the integrated family violence services stream and the whole organisation, ensuring that collaboration is embedded in all aspect of WHW's operations.
- 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.
- 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.
- Other reasonable duties as required.

Key Selection Criteria

1. Qualifications in social work, community development or related discipline, and eligibility for AASW membership or other professional body. A comprehensive understanding of the Victorian family violence service system.
2. A sound understanding of risk in the context of family violence and the importance of technology and other actions available to keep diverse groups of women and children safe in their homes.
3. Well-developed written communication skills, including a demonstrated ability to provide concise, accurate and timely information or reports.
4. Experience in developing effective and collaborative working relationships with external partners and agencies to improve service user and program outcomes.
5. Demonstrated commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
6. Capacity to work flexibly in a dynamic work environment, with demonstrated problem solving and troubleshooting capability in situations of ambiguity.
7. Good analytical and conceptual skills, including the ability to plan, implement and review programs.
8. Sound computer skills including proficient use of MS Office, databases and knowledge of a range of IT programs.
9. Current Victorian drivers' licence.

10. Experience in designing and delivering professional development/ training programs highly desirable.

PERFORMANCE MONITORING

An initial review of performance will be undertaken within six months of commencement, as per WHW's probationary policy and procedure. Regular 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. Aboriginal and Torres Strait Islander women, and those who speak languages other than English are encouraged to apply.
2. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and 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.
3. 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, Manager – Family Violence Partnerships on 9689 9588.

To apply for this position, please send your written application addressing the 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