



## POSITION DESCRIPTION

### April 2019

<b>Position</b>	Coordinator, Family Violence Practice and Program Development
<b>Program</b>	Housing, Performance and Workforce Development
<b>Stream</b>	Integrated Family Violence Services
<b>Reports to</b>	Manager – Housing, Performance and Workforce Development
<b>Exemption</b>	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
<b>EA 2017 Classification</b>	Level 6
<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 crisis response, case management, housing and court support. We also provide services designed to promote healing and recovery including women 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 coordinator practice and program development position has been created to ensure WHW is positioned to continue to meet the practice and program development needs arising from service growth and reforms as a result of the Family Violence Royal Commission. Working closely with WHW's integrated family violence services and people and culture teams, this position is responsible for strengthening casework practice capabilities of the integrated family violence services workforce at WHW. Using family violence expertise and project management skills, the incumbent will be expected to lead the implementation of program development projects to strengthen and sustain family violence practice at WHW. This position will also be responsible for embedding awareness of human service standards and developing practice guidelines for the integrated family violence services stream to support the delivery of high quality and consistent responses to women and children experiencing family violence in the west. The incumbent is expected to have high level communication and interpersonal skills to support the development and maintenance of relationships with WHW staff and external providers of family violence services and to contribute to a positive organisational and workplace culture.

## Key Result Areas and Responsibilities

### **Strengthen and develop the workforce capability of the integrated family violence service at WHW to improve the effectiveness and quality of the organisation's service responses to women and children experiencing family violence in the west.**

- Develop and maintain knowledge of local, state and national trends in family violence policy, practice and research, including the post Royal Commission into Family Violence environment.
- In collaboration with the housing, performance and workforce development manager, implement practice and program development projects that includes an analysis of current capabilities, the identification of gaps and the sourcing of new and emerging opportunities for innovative approaches to support quality practice across the integrated family violence service stream.
- Support the successful implementation and embedding of state-wide DHHS human services standards and specialist family violence case management operational guidelines within the integrated family violence service stream.
- Support the successful implementation and embedding of new state-wide program reform activities across the integrated family violence services stream including for e.g. multiagency agency risk assessment and management (MARAM) framework, family violence information sharing scheme and child information sharing scheme.
- Develop an effective program induction process in consultation with the IFVS leadership team and people and culture team, ensuring that all new direct practice staff entering into the integrated family violence service stream receive proper program induction.
- Contribute to the development, implementation, monitoring and review of the broader integrated family violence services work plan where appropriate.
- Performance of other required duties that are within the range of the employee's skills, competency and training.

### **Develop trauma-informed, inclusive and culturally safe practice guidelines for the integrated family violence services stream to support the delivery of high quality and consistent responses to women and children experiencing family violence.**

- Conduct an analysis of existing practice within the stream and identify gaps for practice and program improvement through consultation and research.
- Write up and maintain up to date family violence practice guidelines as a guide for staff to reference, which includes core principles, values and frameworks for effective practice.
- Ensure the practice guidelines provide clear and comprehensive information covering the different stages of practice including first point of contact, engagement, assessment, case management, case review and exiting.
- Ensure the practice guidelines are applicable to all areas of the integrated family violence stream including family violence first response, outreach case management, client and residency management, RAMP and counselling.
- Provide advice and information to the IFVS senior management team and the director of integrated family violence services on planning, development and quality assurance activities in relation to family violence practice.

### **Develop and maintain productive and collaborative relationships with other staff at WHW and with representatives from external organisations to enhance the practice and workforce capabilities of the integrated family violence service.**

- Build and maintain positive relationships with other WHW staff including the senior practice lead, the learning and development coordinator and relevant IFVS staff.

- Where appropriate, participate in and represent WHW aims and interests on family violence networks and relevant forums as requested in a manner that strengthens WHW's profile and influence.

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

- In collaboration with the 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 induction processes and probationary reviews as required.
- Participate in regular supervision and annual appraisal to discuss workload and professional development.
- Undertake identified training and professional development activities to support learning and skills development.
- 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 integrated family violence services stream, people and culture 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 action 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 responsibilities**

All staff at WHW are expected to contribute to activities that promote collaboration and integration across WHW's operations. This includes participating in staff meetings, planning days and cross-stream activities. It also means contributing to organisation-wide strategies, plans and events and engaging in activities and behaviours that actively promote the development of a positive organisational and workplace culture. All staff are expected to participate in work that supports continuous quality improvements and risk management frameworks.

**Key Selection Criteria**

1. Tertiary qualifications in social work or related discipline, and eligibility for AASW membership or other professional body.
2. Extensive experience in and knowledge of the family violence services sector, including demonstrated understanding of legislation, theory and practice as it relates to the provision of family violence services to women and children.
3. Demonstrated experience of family violence service delivery with diverse communities.
4. Expertise and experience in designing and delivering program or practice development activities highly desirable.
5. High level organisational skills.

6. Project management skills highly desirable.
7. Ability to liaise and build positive and respectful relationships with relevant staff and external partners to improve service user and program outcomes.
8. Demonstrated commitment to the provision of high-quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
9. Excellent written, verbal and interpersonal communication skills.
10. Demonstrated ability to work collaboratively in a team environment.
11. 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.

### 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 the Manager, Housing, Performance and Workforce Development on 9689 9588.

To apply for this position, please send your written application responding to the key result areas and key selection criteria marked 'Confidential' to the address below, with 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](mailto:recruitment@whwest.org.au)