

<b>POSITION TITLE:</b>	<b>After Hours Crisis Care Practitioner</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>Social, Community, Home Care and Disability Industry Award 2010. Level 4 Pay Point dependent on skills and experience.</b>
<b>TEAM:</b>	<b>After Hours Team</b>
<b>EMPLOYMENT:</b>	<b>Casual</b>

## OUR ORGANISATION

**Emma House Domestic Violence Services Incorporated (EHDVSI)** was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South-West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

Emma House and The SAFV Centre have recently entered into a partnership for the joining of the two organisations through a proposed merger. The merger is pending government approval to take place during 2023. The SAFV Centre is providing a range of executive leadership support to Emma House.

EHDVSI is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

EHDVSI acknowledges **Aboriginal and Torres Strait Islander people** as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

EHDVSI actively values and **promotes diversity and is committed to being inclusive and respectful to all**. We welcome applications from women and people who identify as women who are Aboriginal and Torres Strait Islanders, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities and is a Child Safe Organisation.

As a specialist family violence service providing services to women and children victim survivors of family violence, EHDVSI holds exemption H12/2022 from the Victorian Civil and Administrative Tribunal and an exception under section 89 of the Equal Opportunity Act 2010 to only employ women and people who identify as women.

## ROLE CONTEXT

As a member of the After Hours team, the Afterhours Crisis Care Practitioner provides high quality direct service delivery to the service users of Emma House. The following frameworks and approaches underpin the work: a feminist framework, empowerment and strength-based approaches, and is trauma informed.

## PRIMARY PURPOSE OF THE ROLE

This position is responsible to provide an after-hours specialist crisis response for women, young people and children experiencing family violence. Emma House is seeking to establish a team of afterhours practitioners who will be rostered on call to support the work of the organisation during

weeknights and weekends. The practitioners are based in their home and are able to respond to phone calls, to provide practical support or to attend the Police station or hospital if required. A recall allowance is paid for any phone or in person support.

## REPORTING RESPONSIBILITIES

The position directly reports to the Client Services Manager.

## KEY RESPONSIBILITIES

### Direct service accountabilities

- Respond in a timely manner to crisis 'call outs' received during rostered shifts
- Provide crisis intervention and emotional support to people who have experienced family violence and if needed, to their supportive families and friends.
- Conduct an initial risk assessment to ensure immediate safety of women; and accompanying children if appropriate, safe accommodation, food and medical needs, mental health and other immediate needs are addressed until the next business day.
- Provide accurate information and facilitate access to medical and police support, emergency assistance and appropriate accommodation.
- Liaise, consult and advocate with Victoria Police, nursing and medical staff, accommodation providers and other professionals as required.
- Consult with on call back up for issues requiring clarification or authorisation.
- Document case notes and record relevant information immediately after a callout.
- Facilitate a referral to Emma House business hours' Intake service and provide external referral information, as appropriate.

### Organisational responsibilities

- Undertake required on call rostered shifts incorporating weeknights, weekends and public holidays.
- Participate in relevant brief training for role, debriefing on an assessed 'needs basis' regarding complexity and impact and attend monthly team meetings, held after business hours, which includes reflective practice.
- Provide support to colleagues by offering flexibility in swapping shifts and covering sick leave as necessary.
- Provide adequate notice for periods of leave from the roster.
- Comply with legislative, legal, professional and organisational requirements.
- Participate in Continuous Quality Improvement and the development of best practice.
- Participate in an annual performance review.
- Ensure work practices are ethical and comply with Emma House Policy and Procedure and the code of the professional association of which the employee may be a member.
- Other duties as required.

### Personal and Professional

- Understanding of the value of professional supervision and a willingness to participate in reflective practice.
- Commitment to maintaining an up-to-date knowledge base on issues relevant to family violence practice.
- Willingness to participate in the annual performance management processes
- Willingness to attend all mandatory professional development relevant at both and agency level and relevant to the role

Willingness and commitment to attend training and educational opportunities as identified in the annual individual professional development plan Administration, Documentation and Reporting

- Knowledge of documentation of records within a compliance framework
- Knowledge of contemporary case recording principles and the application to service related documentation.
- Possession of a variety of strategies to accomplish the completion of administrative tasks within nominated timelines.
- Willingness to undertake associated administrative work.
- To collect and collate data as required.
- Skills to digitally record client information in accordance with agency and funding body requirements.

#### Communication and Teamwork

- Commitment to effective communication and information sharing with colleagues,
- Willingness to represent the organisation professionally and promote services appropriately.
- Ability to work in a well-organised manner, both independently and with team members and to contribute to a harmonious and team-based working environment
- Understanding of the principles of effective decision-making and dispute resolution processes
- Commitment to constructive networking with other agencies, businesses and services

#### Continuous Quality Improvement

- To participate in the organisation's CQI processes
- To participate in the quality improvement practices and outcomes in accordance with the relevant industry standards
- To participate in the Accreditation process and continuous improvement plan
- Contribute to monitoring of service provision to ensure outcomes are in line with internal and external standards, service philosophy and goals
- Participation in the development and review of organisational policies, procedures and work instructions as appropriate
- Understand the importance of encouraging service users to offer input and feedback about the service via the various channels available.

#### Workplace Health and Safety

- Demonstrate an understanding of the shared responsibility for a safe workplace
- Understanding of the core responsibilities of an employee in relation to occupational health and safety
- Participation in the monitoring of occupational health and safety practices within the workplace, and the addressing of any concerns via the appropriate channels, in a timely manner

#### Additional Duties

- Undertake regular tasks as per requirements
- Work within the required financial parameters of the service
- Willingness to undertake additional duties as directed
- Arrange and provide coverage for those staff supervised during times of absence or leave
- Other administrative duties as required.

#### Pre-Employment Screening

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before commencing employment. Screening occurs in accordance with the Worker Screening Act (2020) and the DFFH Safety Screening Policy and consists of a Nationally Coordinated Criminal History Check (Police Check), International Police Check (if required), Working With Children Check (or valid exemption), Referee checks and a robust interview process where an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's

history regarding working with children.

## KEY SELECTION CRITERIA

### Qualifications

- A relevant qualification in psychology, social work, welfare, community development or other relevant discipline.
- A minimum one-year relevant experience.
- Current Victorian Drivers Licence
- Nationally Coordinated Criminal History Check (Police Check)
- Current Working with Children Check or valid exemption.
- International Police Record Check (only required where staff have lived overseas for 12 months or longer in one country in the last 10 years)

### Experience, Skills and Abilities

- Knowledge of the causes of family violence and impacts on adults, children and families.
- Knowledge and understanding of legal, medical and emergency accommodation service options.
- Knowledge of the range of issues that may be experienced by women, young people and children who have experienced family violence.
- Knowledge and understanding of trauma, as it relates to family violence.
- Demonstrated experience in the provision of crisis intervention, risk assessment and safety planning.
- Ability to demonstrate culturally sensitive and respectful practice, including understanding of the needs of people from diverse cultures.
- Effective engagement and communication skills (verbal and written) and well-developed assessment skills.
- Demonstrated ability to advocate, liaise and work collaboratively across complex systems and to liaise effectively with a range of key providers and stakeholders.
- Demonstrated capacity to apply theoretical frameworks to practice.
- Proven ability to manage work autonomously and as part of a team.
- Demonstrated ability to maintain accurate and confidential case notes and proficiency or capacity to use MS Office, relevant programs / databases.

### Minimum mandatory qualifications requirements

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- are considered EXEMPT under the policy.
- OR hold a Bachelor of Social Work or other equivalent qualification.
- OR have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.

OR hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways.

## EMPLOYEE BENEFITS

We offer our staff:

- A supportive team environment, working alongside other highly talented professionals and support staff who strive for human rights and excellence in service delivery.
- A strong commitment to your professional development, personal development and mental health

- A flexible working environment
- Salary packaging (which can add up to \$15,900 in tax-free pay per year).
- Competitive salary
- Salary package and conditions are in accordance with the contract of employment.

**AUTHORISED BY:**

NAME: Sue Finucane

POSITION: Acting CEO

DATE: 4 April 2023