



## POSITION DESCRIPTION

### July 2017

<b>Position</b>	Intensive Family Coordinator – Keeping Safe Together
<b>Program Stream</b>	Integrated Family Violence Services
<b>Employment Period</b>	Full time – 12 month fixed term position
<b>Exemption</b>	VCAT Exemption No. A128/2012 (subject to Equal Opportunity Act 2010)
<b>Reports to</b>	Project Manager – Keeping Safe Together
<b>Remuneration</b>	Salary and conditions based on qualifications and experience in accordance with the Women's Health West Enterprise Agreement 2010 level 4a, plus 9.5% superannuation. An initial probationary period will apply as part of the employment offer and contractual agreement.
<b>Located</b>	Office locations in Wyndham and Melton as well as Women's Health West, 317-319 Barkly Street, Footscray Vic 3011. The position holder is expected to work flexible hours including out of business hours.

### 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 intensive family coordinator Keeping Safe Together reports to the project manager Keeping Safe Together. Drawing on sound family therapeutic and case management coordination skills this position is responsible for the provision of trauma-informed therapeutic case management, within a new and innovative therapeutic demonstration project funded by the Department of Health and Human Services in partnership with LifeWorks, Mackillop Family Services, Catholic Care, cohealth, Good Shepherd and the Bouverie Centre. The position also supports and works collaboratively with a number of intensive practitioner positions and is responsible for planning and implementing 'whole-of-family' case management and therapeutic interventions with families who have experienced family violence using a collaborative team based approach. The coordinator has strong working links with key community and partner agencies, and oversees therapeutic interventions in partnership with families and local services contributing to the delivery of a successful program.

## Key Result Areas and Responsibility

**Provide ‘whole-of-family’ therapeutic case management support for families experiencing family violence in Wyndham and Melton in collaboration with key partner organisations.**

- Actively engage with families experiencing family violence with a view to building relationships and rapport with each member of the family including victims/survivors and people (mostly men) who use violence.
- Assess the needs of each member of the family and develop goals and a therapeutic case plan for the whole family, focussing on the safety and wellbeing of children and victims/survivors.
- Accurately assess risk and develop/review concrete safety plans in collaboration with family members and other team members or professionals involved.
- Provide trauma-informed therapeutic case management interventions to assist families to recover from the impact of family violence and live a life free from violence in collaboration with Keeping Safe Together practitioners and other organisations.
- Provide effective therapeutic case management services in compliance with DHHS standards.
- Deliver in-home coaching and assertive outreach based on family needs related to self-determined trauma recovery goals.
- Access knowledge of local services and known therapeutic interventions using a multi-disciplinary approach, to respond to the complex needs of families experiencing family violence.
- Provide clinical leadership and input into the work being undertaken by project team members, focussing on the achievement of family goals.
- Proactively build and maintain positive relationships with project partners and other relevant community service organisations to enhance collaboration, strengthen referral pathways and improve service delivery for families.
- Provide open, honest and useful feedback to families in relation to making positive and healthy changes to improve family functioning.
- Work effectively with a mix of families from diverse backgrounds including Aboriginal families, families from cultural and linguistically diverse backgrounds, families with a disability, separated/reconciled families, and LGBTI families.
- Document and respond to client critical incidents as per WHW policy and procedures and DHHS critical incident instructions.

**Contribute to the development and implementation of the new ‘Keeping Safe Together’ therapeutic demonstration model.**

- Support and provide clinical supervision and advice to Keeping Safe Together practitioners working jointly with individual family members towards the goals set out in family therapeutic case plans.
- Provide feedback and input into the development of a new evidence-informed, whole-of-family therapeutic case management model and program for families experiencing family violence.
- Provide program status reports to the project manager- Keeping Safe Together as necessary, including the provision of reports on client data and outcomes.
- Contribute to the achievement of project targets, program data collection and participate in the DHHS evaluation component of the project as required.
- Contribute to the development of project tools and resources such as clinical templates and other program material as required to ensure program success.
- Participate in promotional activities relevant to the project in consultation with the project manager.

- Maintain accurate case files, assessment documentation and case notes in a manner that will meet all auditing requirements of WHW, DHHS compliance standards and legislative obligations.
- Ensure program data (Penelope) is accurately collected to inform program planning and to meet data recording requirements of DHHS and WHW/LifeWorks.
- Implement outcomes measurement and reporting mechanisms as required in consultation with project manager and DHHS in order to demonstrate the effectiveness of the Keeping Safe Together project.
- Performance of reasonable duties that are required that are within the range of the employee's skills, competency and training.

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

- In collaboration with the project 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 processes to discuss clients, workload and professional development (every two weeks or as agreed by the project manager)
- Participate in training and regular clinical supervision – group reflective practice sessions with the Bouverie Centre and project manager alongside other project staff.
- 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.
- Work collaboratively with WHW, LifeWorks and other partner colleagues to identify opportunities for collaboration, cross-team work and appropriate knowledge transfer.

**Contribute to processes that ensure collaboration and integration both within the Keeping Safe Together project and also other relevant partner programs and services.**

- Promote a culture of collective learning and collaborative work practices, including respectful and positive communication within the team and all the partner organisations involved.
- Participate in regular team meetings with other project staff and contribute to the development of a positive team approach in delivering efficient and effective services.
- 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.
- Role model respectful and professional behaviour within the work environment at all times displaying leadership, initiative, openness, honesty, genuineness and transparency.

## **Key Selection Criteria**

1. Tertiary qualifications in social work, psychology or a related field at degree level and eligibility for AASW membership or other related professional body, with relevant post-graduate qualifications e.g. family therapy highly regarded.
2. Substantial direct service experience in the area of child and family counselling and family violence service provision with experience in the delivery of both therapeutic and case management services to children and family members highly regarded.
3. A highly developed understanding of theory and practice related to trauma and attachment in the provision of support services to women and children experiencing violence as well as men who use violence, including those from diverse communities.

4. Demonstrated commitment to the provision of high quality services, feminist and child-focussed policy and practice, as well as a culture of respect, collaboration and continuous learning.
5. Experience in developing and maintaining effective and collaborative working relationships with external partners and agencies to improve client and program outcomes.
6. Experience in providing clinical input, secondary consults or supervision to multidisciplinary team members would be highly regarded.
7. Demonstrated knowledge and experience working in the child, youth and family welfare system (including working knowledge of Children, Youth and Family Act, Best Interest Framework) would also be highly regarded.
8. Excellent written and verbal communication skills, including the ability to maintain accurate client records and collect client data.
9. Sound computer skills including use of data base applications
10. Current Victorian driver's licence.

### PERFORMANCE MONITORING

An initial review of performance will be undertaken within **three 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 **annually** 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, and those who speak languages other than English 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 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 work health and safety.

### FURTHER INFORMATION

If you have specific queries about this position, please contact the Director Integrated Family Violence 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' to the address below. References may be requested from those short-listed for the position.

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