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|  | Position Title: Team Leader – Hume Moreland Triage and Response | | Team: Family & Domestic Violence Service | | Region: Northern |
| | Supervisors: Program Manager – Triage and Response | Delegations and Authorities: In Line with Delegations Policy | | Band: C | Date Completed: 14 March 2018 |

ORGANISATIONAL INFORMATION

| OUR VISION AND FOCUS | ROLE CONTEXT |
|---|---|
| <p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p> | <p>The Northern Family & Domestic Violence Service (NFDVS) is the lead provider and access point for the integrated family violence service system for women and children in the Northern Metropolitan sub-region. The service aims to assist women and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence. Underpinning the service is a commitment to work within a feminist framework that acknowledges the gendered nature of violence against women and the social pattern of inequality in which violence and abuse is perpetrated. The service works from an empowering model that attempts to promote a woman's sense of self and encourage her own agency. In our work with Indigenous women we understand that colonisation and the resulting destruction of kinship networks, targeted disruption to secure attachments with the result of trans-generational trauma, continue to impact. The service has an appreciation of the negative impact of family violence on the development and well-being of children and adolescents. The service operates within a collaborative & supportive team environment with a strong focus on partnerships with relevant external organisations.</p> <p>The Team Leader Hume Moreland Triage and Response will provide day to day support and supervision to a high functioning team providing specialist family violence interventions across multiagency, high risk and general triage with initial responses as appropriate. The team includes the Hume Moreland RAMP Coordinator role.</p> |
| OUR VALUES | PRIMARY OBJECTIVES OF THE ROLE |
| <p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p> | <p>The Team Leader Hume Moreland Triage and Response will provide day to day support and supervision to a multifaceted team providing specialist family violence interventions across multiagency, high risk and general triage with initial responses as appropriate. The team includes the RAMP Coordinator Hume Moreland. The scope of the role includes support and supervision of out posted staff, as well as external stakeholder engagement and partnership support for multi-agency triage and intake functions.</p> |
| | REPORTING RELATIONSHIPS |
| | <p>This role is based at our Eaglemont office. It is part of the broader Northern Family & Domestic Violence Service. This role reports to the Program Manager Triage and Response, has at least 4 direct reports and works in conjunction with other team members.</p> <p>This position is permanent, full time</p> |

KEY SELECTION CRITERIA

- Demonstrated ability to provide leadership, share knowledge and experience with others, mentor and coach new team members.
- Demonstrated experience in leading and managing teams in the provision of crisis intervention and short term, episodic casework with women and children.
- An advanced understanding of the gendered nature of family violence and the ability to articulate and apply a practice framework including engagement and assessment.
- Demonstrated ability to reflect on and analyse complex problems and provide workable solutions.
- Sound track record in engagement and management of external stakeholders.
- Ability to develop, implement & evaluate organisational, multi-organisational & client focussed programs and systems.
- Demonstrated experience and knowledge of working with women, infants, children, adolescents and men from culturally diverse communities.
- Excellent verbal and written communication skills.
- Proficiency with suite of Microsoft office programs.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work or a related discipline
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Post Graduate Management qualification
- A comprehensive understanding of the Integrated Family Violence Service System.
- Knowledge of the Family Violence Protection Act 2008 and the Common Risk Assessment Framework and the ability to share this knowledge and model systems advocacy.
- Ability to speak a relevant community language.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

| ACCOUNTABILITY | SPECIFIC RESPONSIBILITIES |
|--------------------------------|---|
| Direct Service Delivery | <ul style="list-style-type: none"> • Support the RAMP Coordinator to ensure smooth operating of the high risk panel and stakeholders. • Ensure high quality family violence risk assessments to individual women, children and provide consultations to team members and other relevant agency members where relevant. • In conjunction with the Manager Triage and Response, coordinate and manage all activities associated with the Hume Moreland multi agency triage and intake team on a day to day basis. • Supervise allocated staff in the Hume Moreland team. • Lead the application of the FV Information Sharing protocols with the team. |
| Administration | <ul style="list-style-type: none"> • Ensure all administrative requirements, for all areas of responsibility are managed, and reports of all required data is submitted in a timely fashion to the relevant parties. • Undertake other duties as directed. |
| Program Development | <ul style="list-style-type: none"> • Develop/review, in consultation with the Program Manager, protocols or formal agreements with key stakeholders, sharing of information, confidentiality of agreements, decision making processes and conflict resolution processes. • Develop, in consultation with the Program Manager, the communication strategy for the High Risk strategies in the Region taking account of the multiple and different levels of information required for various organisations. • Participate in local, regional and state-wide meetings or networks to advocate regarding the issues confronting women and their children who have experienced family violence in consultation with the Manager and partner agencies. • Liaise with key management and staff from within the broader community & health services sectors including hospitals, Community Health, housing, aged care, children's services, drug & alcohol, problem gambling and other relevant services and facilitate effective links to enhance referral options for women and children and promote awareness of family violence. • Cooperate and participate in any evaluation processes either broadly related to family violence work or specifically regarding the strategies. |
| Other | <ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. |

CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. You will initially be employed at our Eaglemont Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
4. The base salary for this position is SCHADS Level 7 Pay Point 1 under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
5. This position does not come with private use of vehicle, however travel allowance is provided
6. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
7. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
8. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identity and qualifications.
9. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
10. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
11. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

| Element | Key Activity | Frequency |
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| Work Environment | Manage demanding and changing workloads and competing priorities. | Daily |
| | Work in a team environment. | Daily |
| | Work in different geographic locations. | Regular |
| | Be exposed to all outdoor weather conditions. | Regular |
| | Work in unstructured environments (e.g. outreach). | Regular |
| | Work office hours with the possibility of extended hours. | Regular |
| | Work on-call after hours. | Regular |
| | Work in an open plan office. | Daily |
| | Work in buildings which may be two-storey | Regular |
| | Sit at a computer or in meetings for extended periods | Daily |
| | Work in an environment with competing demands. | Daily |
| | Present at court and other jurisdictions. | Occasional |
| People Contact | Work with clients who may have a physical or sensory disability | Regular |
| | Liaise with government, non-government and community organisations | Daily |
| | Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police. | Regular |
| | Interact with clients and members of the public who could display verbal or physically challenging behaviour. | Regular |
| | Facilitate access to specialist, generic and community services | Daily |
| | Undertake training and professional development activities. | Regular |
| Administrative Tasks | Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data. | Daily |
| | Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time. | Daily |

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| | Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards. | Daily |
| Transport | Drive vehicles possibly over long distances and in all traffic and weather conditions. | Regular |
| | Drive vehicles with possible distractions from client behaviour, verbal or physical. | Occasional |