

	<b>Position Title:</b> Hume Moreland Triage and Response Worker		<b>Team:</b> Northern Family & Domestic Violence Service		<b>Region:</b> Northern
	<b>Supervisors:</b> Team Leader, Hume Moreland Triage and Response	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A	<b>Date Completed:</b> 29 March 2018	

## ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT
<p><b>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</b></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 &amp; Domestic Violence Service (NFDVS) is the lead provider and access point for the integrated family violence service system in the Northern Metropolitan sub-region. NFDVS provides a range of support services to women and their children who have experienced family violence. 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.</p> <p>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 a framework that attempts to promote a woman's sense of self and encourage her own agency (empowerment). This framework incorporates an understanding of the multi-factorial contributors to the experience of family violence by any individual woman. This includes contextualising a woman within her culture. In our work with Indigenous women we understand that colonisation and the resulting destruction of kinship networks, i.e. the targeted disruption to secure attachments through institutionalisation has resulted in significant transgenerational trauma that continues to impact on the Aboriginal community and influences the perception of the community towards services such as Berry Street. The service also acknowledges that women from cultural and linguistic groups other than the dominant one sometimes bring experiences from countries of origin and cultures (including political and religious status) that require recognition. NFDVS acknowledges the power imbalance experienced by women with disabilities when they are dependent on others for their care. This imbalance increases women's vulnerability to all forms of violent and controlling behaviours. The service has an appreciation of the negative impact of family violence on the development and well-being of children and adolescents.</p> <p>NFDVS operates within a collaborative &amp; supportive team environment with a strong focus on partnerships with relevant external organisations.</p>
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE
<p><b>Berry Street expects all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> To be the best we can be and to never give up</p> <p><b>Integrity:</b> Expect a personal and organisation commitment to honesty</p> <p><b>Respect:</b> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><b>Accountability:</b> Be responsible for our own actions</p> <p><b>Working Together:</b> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>		<p>The Triage and Response Worker plays a critical role in FV risk assessment, safety planning and engagement of women and children into any supports they need. The referrals are a combination of police referrals, women presenting to the service directly and referrals from other services. The service can be provided by contacting women by phone, face-to-face or conducting outreach appointments.</p> <p>The team will work across the Multi-Agency Triage (MAT), High Risk and General Triage and Response functions.</p>
		REPORTING RELATIONSHIPS
		<p>This role is based at our Eaglemont Office and reports to the Team Leader, Hume Moreland Triage and Response who will provide supervision and review.</p> <p>Multiple positions exist.</p>

## KEY SELECTION CRITERIA

- 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.
- Demonstrated experience in working with women and children from diverse backgrounds who have experienced family violence.
- Demonstrated knowledge and understanding of the gendered nature of family violence and the ability to articulate a feminist practice framework, including the impact on women and children.
- Demonstrated ability to undertake comprehensive risk assessments (CRAF) with a focus on perpetrator accountability to reduce risk and harm to women and children.
- Demonstrated ability to develop safety plans, refer appropriately to other services and to respond to crisis situations in consultation with the Team Leader, Program Manager or colleagues.
- Demonstrate a sound understanding of historical and contemporary issues that affect Aboriginal and Torres Strait Islander people in Australian society, as well as values and protocols, and demonstrated capacity to work in culturally informed and respectful manner.
- Understanding of child development theory, trauma-informed practice and the Best Interests Case Practice Model.
- Demonstrated ability to reflect on and analyse complex situations arising from intake, with a capacity to adapt, support and manage change.
- Demonstrated commitment to working collaboratively internally, with partners and stakeholders, and the community with the capacity to build relationships, negotiate and liaise at an individual case planning level.
- Demonstrated ability to work effectively under supervision and within collaborative teams to meet accountability requirements.

## QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Psychology, welfare or a related discipline.
- An understanding of the Child, Youth and Families Act 2007 and the Family Violence Protection Act 2008.
- Minimum one year of experience working in the family violence sector.
- 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

- Capacity to be flexible as part of a rostered Triage and Response Team.
- Capacity to attend work to fill roster gaps at short notice.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provision of timely telephone, face-to-face and/or online responses to women who have experienced or are experiencing family violence and require information, support and/or referral to appropriate services.</li> <li>• Undertake comprehensive risk assessment (CRAF) with women based on her own assessment of her and her childrens' safety, evidence-based risk factors and worker professional judgement.</li> <li>• Develop and review comprehensive safety plans with women and their children.</li> <li>• Provision of advocacy on behalf of women and their children to promote access to required services.</li> <li>• Actively respond to referrals from a range of community and statutory organisations, prioritising women assessed at high and escalating risk of family violence.</li> <li>• Participate in multi-agency triage and response approaches.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Maintain concise, accurate records on CSnet.</li> <li>• Maintain accurate statistical data as required by Berry Street and DHHS.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Effectively participate as part of an integrated Hume Moreland Team.</li> <li>• Collaborate well with partner agencies providing services and support to women, and to women and children who have experienced family violence.</li> <li>• Inform the planning, development and review of program policy and procedures as required.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Berry Street is 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.</li> </ul>

## CONDITIONS OF EMPLOYMENT

1. This position is casual
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 5, PP1 (\$35.35 per hour plus 25% casual loading) under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
5. 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.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. 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.
8. 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.
9. 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.
10. 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
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasionally
	Be exposed to all outdoor weather conditions.	Occasionally
	Work in unstructured environments (e.g. outreach).	Occasionally
	Work office hours with the possibility of extended hours.	Occasionally
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Daily
	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.	Occasionally
<b>People Contact</b>	Work with clients who may have a physical or sensory disability	Occasionally
	Liaise with government, non-government and community organisations	Regular
	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.	Occasionally
<b>Administrative Tasks</b>	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	Daily

	concentrating for long periods of time.	
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	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.	Occasionally