

	Position Title: Senior Specialist Family Violence Crisis Response worker		Team: North East Support and Safety Hub		Region: Northern
	Supervisors: Team Leader Crisis Response.	Delegations and Authorities: In Line with Delegations Policy	Band: B	Date Completed: 17 July 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 in the Hume-Moreland region, and provides case management services in the North Eastern and Hume-Moreland regions. 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.</p> <p>The service also acknowledges that women from cultural and linguistic groups other than the dominant one, 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 & supportive team environment with a strong focus on partnerships with relevant external organisations.</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 Senior SFVCR worker will provide coordination and support to a small team delivering timely, same day, responses to clients requiring direct assistance, including implementing RAMP actions, responding to women and children in crisis accommodation and facilitating safety responses as detailed in the Personal Safety Initiative guidelines. The role will ensure integration of this suite of responses with the broader family violence team as well as linking with external services as required.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont Office working in part of the broader Northern Family & Domestic Violence Service.</p> <p>The Senior Specialist Family Violence Crisis Response worker reports to the Team Leader Crisis Response who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together. • Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • 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. 	
KEY SELECTION CRITERIA : KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • 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 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 reflect on and analyse complex situations arising from immediate family violence need with a capacity to adapt, support and manage change. • Demonstrated ability to remain calm under pressure and provide practice expertise to the team members. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work or a related discipline. • Experience in providing short term crisis responses. • 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. • 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. 	<ul style="list-style-type: none"> • Ability to speak a relevant community language. • A comprehensive understanding of the Northern Integrated Family Violence Service System.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none">• Daily consultations with triage and response team.• Liaise with key stakeholders across the northern region, including the support and safety hub team, to deliver the required outcome for women.• Apply evidence based and theoretical frameworks to risk assessment and safety planning.
Administration	<ul style="list-style-type: none">• Monitor targets and record all reportable information on CSnet, for DHHS service delivery tracking under Activity 31233.• Ensure all regular line management supervision is attended.• Report any conditions that pose a risk to staff or the agency.• Provide direct supervision to some members of the crisis team.
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.• 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">• Undertake other duties as directed.

CONDITIONS OF EMPLOYMENT

1. This position is for 60.8 to 76.0 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 2014-2017 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 2014-2017 Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The base salary for this position is from SCHCADS Level 6 Pay Point 2 to Pay Point 3 which is currently \$80,579.30 - \$82,399.50 under the *Berry Street Victoria 2014-2017 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
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	Daily
	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.	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
	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