

	Position Title: After Hours Family Violence Response Worker		Team: Family Violence		Region: Western
	Supervisors: Senior After Hours Family Violence Response Worker	Delegations and Authorities: In Line with Delegations Policy	Band: A	Date Completed: 23 October 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 Western Family Violence service is an entry point for Police Referrals covering the Central Highlands Region, which includes: Ararat, Ballarat, Golden Plains, Hepburn, Moorabool and Pyrenees. The service provides a range of support services to women and their children who have experienced Family Violence, including an After Hours Crisis service across the Western Region.</p> <p>The service receives Police Referrals daily as part of its direct service and responds to incoming calls from women, which is managed via an Intake Roster which all staff participate in.</p> <p>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 impact of Family 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. This service 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 Infants, children and adolescents. 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.</p>
OUR VALUES	<p>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 trans generational trauma which 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 Culturally & Linguistically Diverse (CALD) communities bring experiences from their countries of origin and cultures (including political and religious status) that require recognition. The service operates within a collaborative & supportive team environment with a strong focus on partnerships with relevant external organisations.</p>
<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>	

PRIMARY OBJECTIVES OF THE ROLE

The After Hours Family Violence Response worker will work directly with women and children, assisting them to identify their own needs and strengths, support the woman with identified barriers and where appropriate, to function as an advocate in an after-hours and weekend roster role. The role will cover a variety of functions including: responding to Safe Steps, Police and other referrals via participating in Intake, providing a range of response interventions which are identified through Risk assessment and increasing the safety of the Women and children the service responds too. The role will also carry a case work function, and the worker will also participate in an After-hours on-call roster.

Expected outcomes:

- Women and children are provided an immediate face to face after hours response.
- Family violence risk assessments are comprehensively undertaken and appropriate immediate safety planning needs are identified.
- Co-ordination and advocacy is provided to address the immediate safety and risk concerns.
- After hours 'on call' requests from current clients accommodated with Berry Street crisis family Violence properties are responded to in a timely manner and relevant support and interventions are provided.
- Follow up action is identified, recorded and handed over to the appropriate Berry Street staff member and/ or other service provider.
- Effective relationships are established and maintained with relevant external partners such as Safe Steps, Victoria Police and across the Central Highlands area.

REPORTING RELATIONSHIPS

This role is based at our Mount Helen office.

This role reports to the Senior After Hours Family Violence Response worker who will provide supervision and review. This role has no direct reports. The worker will join an innovative, experienced, and supportive Family Violence Team where there is a passion for quality client outcomes, client centred practice and reflective learning.

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"> • Ability to work after hours and weekends. • Demonstration of a strong understanding of issues, policy and legislation relating to family violence. • Proven ability to provide case management providing direct support, assistance and advocacy for clients who have experienced trauma. • Strong focus on safety and risk assessments. • Demonstrated ability to work collaboratively with colleagues, others services and government agencies. • Excellent organisational, interpersonal and communication skills. • Capacity to work autonomously and demonstrate initiative. • 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	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Psychology, welfare or a related discipline. • Full driver's license. • Staff must hold a valid WWCC, current driver's license 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"> • Experience working specifically in the Family Violence sector. • An understanding of the Family Violence services sector and a knowledge of the Central Highlands Regional service system. • Knowledge of the Family Violence Protection Act 2008 and the Common Risk Assessment Framework (CRAF). • Knowledge and understanding of the application of the Child, Youth and Family Act 2007. • Ability to speak a relevant community language.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Work directly with women and children, assisting them to identify their own needs and strengths and, where appropriate, to function as an advocate to promote access to required services. • Provide regular and ongoing face to face contact with women and their children at locations where they are most comfortable and safe. • Undertake a comprehensive risk assessment as part of the initial assessment and then periodically as required • Develop and review a comprehensive safety plan with women and their children. • Coordinate the casework plan from initial contact, assessment, case planning and review through to exit planning. • Actively encourage participation in the development of their plan and to encourage and assist service users to develop the use of wider community groups and activities' for themselves and their children. • Provide information and support to woman re-establishing themselves in the community with particular regard to legal processes, financial and personal security, housing options, education and child care. • Participate in case coordination meetings where possible, including the woman as participants. • Ensure the individual needs of children are attended to and are considered across the broader spectrum of wellbeing and in accordance with the Best Practice Principles. • Maintain adequate data file records and adhere to DHHS standards. • Assist with, and monitor, the cleanliness, repair and presentation of all housing stock. • Attend and contribute to staff team meetings, to work as a member of that team and maintain a high standard of confidentiality. • Participate in the afterhours/weekend on-call/re-call roster. • Participate in an Intake roster which is responding via phone to Safe Steps, Police referrals or to incoming calls.
Other	<ul style="list-style-type: none"> • Participate and/or contribute to staff development and training. • Assist in the orientation of new staff. • Work in accordance with all agreements established between Berry Street and the DHHS. • Contribute to the team culture through open and positive behaviours. • Contribute to the ongoing development of the Family Violence service that is characterised by Quality, Client focussed, Outcomes focussed and Innovation. • Contribute to outcomes that are indicative of increased safety for women and children and that are evidenced through data collection. • Co-operate with other Berry Street programs in their service delivery. • Other duties as directed.

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and 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 Mt Helen 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 remuneration for this position is SCHADS Level 5 PP1 \$72,296.41 gross per annum (full time equivalent), 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	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
	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

