

	Position Title: Personal Safety Initiative (PSI) Local Coordinator		Team: Family Violence		Region: Northern
	Supervisor: Team Leader, Crisis Response	Delegations and Authorities: In Line with Delegations Policy		Band: B	Date Completed: 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 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.</p> <p>The Personal Safety Initiative (PSI) is a Department of Health and Human Services (the Department) initiative that aims to assist victim-survivors of family violence at high risk to remain in their homes while leaving violence.</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 primary objectives of the role are to:</p> <ul style="list-style-type: none"> • Under the direction of the PSI State-wide Coordinator and the department, ensure the effective delivery of PSI at the local level and ensure adherence to the department operational guidelines and standards. • Coordinate the implementation of PSI, including fostering relationships with key delivery partners at the local level. • Ensure that the PSI initiative is clearly communicated to key local stakeholders. • Work with the PSI State-wide network and the department to continually improve the quality and effectiveness of the initiative.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont office. It is part of the broader Family Violence Team.</p> <p>This role reports to Team Leader, Crisis Response, who will provide supervision and review. This role has no direct reports and works in conjunction with other team members.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself 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 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 is 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 verbal communication skills, including a demonstrated ability to provide concise, accurate and timely information. • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • Demonstrated experience in providing specialist family violence services for victim-survivors of family violence, including adults and children. • Demonstrated knowledge and experience working with diverse communities such as Aboriginal populations, culturally diverse communities, those identifying as LGBTI, older people and those living with a disability. • Technical knowledge in practice responses to family violence including a demonstrated understanding of the assessment of risk in relation to family violence. • A comprehensive understanding of the complex nature and dynamics of family violence including the impact of family violence on victim-survivors. • Demonstrated ability to reflect on and analyse complex problems and provide workable solutions. • Capacity to professionally represent the program in a range of settings. • Advanced personal and interpersonal skills, including demonstrated experience in contributing positively within a team, and the ability to lead, inspire and motivate others. • Capacity to work flexibly in a dynamic work environment, with demonstrated problem solving and troubleshooting capability in situations of ambiguity. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Human Services or another relevant 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. 	<ul style="list-style-type: none"> • A comprehensive understanding of the Victorian family violence service system • Knowledge of the political and government initiatives driving family violence reform and of policy and law informing responses to violence against women including recommendations made by the Royal Commission into Family Violence and subsequent work to reform system responses, and the ability to share this knowledge and model systems of advocacy • Experience in family violence programs to facilitate safety in the home and/or experience with technologies in the family violence space. • Experience in designing and delivering professional development/ training programs.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Funding and authorised responsibilities	<ul style="list-style-type: none"> • Liaise with Flexible Support Package (FSP) providers about client applications, eligibility and invoicing. • Co-ordinate Property Safety Audits, including communication with Registered Security Agencies (RSA) and case managers. • Review Property Safety Audit reports and sign off on recommendations to the FSP Provider. • Send approval for PSI response to RSA and case manager.
Professional Development	<ul style="list-style-type: none"> • Deliver training for SFVA case managers in the area on PSI operational, technology, and funding processes and requirements. • Deliver training for the area based FSP provider on core aspects of the PSI initiative, the role of SFVA case managers, and the role of the Local PSI Coordinator.
Operations and administration	<ul style="list-style-type: none"> • Co-ordinate local ordering and delivery of Personal Safety Devices as per departmental agreements. • Oversee and troubleshoot safety technology issues arising at the local level. • Ensure equitable distribution (based on need and risk) of PSI packages to all PSI locations. • Coordinate and oversee evidence retrieval of Closed Circuit Television (CCTV). • Perform relevant administrative and clerical tasks and processes as required such as: <ul style="list-style-type: none"> ○ Maintain records as required ○ Take minutes at any local area meetings and disseminate ○ Prepare device utilisation reports ○ Prepare and contribute to other reports and evaluations as required.
State-wide reporting and relationships	<ul style="list-style-type: none"> • Report on local activity to State-wide Coordinator and the department. • Report client demographic and high level data into the Commonwealth Data Exchange (DEX). • Liaise with State-wide Coordinator on complex cases and issues occurring at the local level. • Share knowledge and develop collaborative practices with the PSI Local Area Co-ordinator network through formal and informal channels.
Liaison with delivery partners	<ul style="list-style-type: none"> • Work with local Victoria Police on operational matters to build local knowledge and increase familiarity of PSI. • Liaise with security companies (preferred providers determined by the department) and case managers to facilitate Property Safety Audits. • Liaise with after-hours and alarm verification support agencies.
Monitoring, analysis and oversight	<ul style="list-style-type: none"> • Receive and review regular reports from the Registered Monitoring Centres (RMCs) regarding technology usage • Receive regular reports from SFVAs on PSI client numbers, alarm usage, and other important data • Act as a point of contact for SFVA case managers and ensure the PSI Operational Guidelines are functioning effectively at the local level • Develop monitoring reports using appropriate templates for the State-wide Coordinator • Oversee and troubleshoot challenging or complex case issues as reported by case managers in SFVA • Document key learnings and issues that arise during the PSI implementation and delivery.
Other	<ul style="list-style-type: none"> • 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 Northern Office based at Eaglemont. 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 6, PP1 \$78,738.66 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-employment health 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.	Daily
	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.	Occasional
	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	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
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