

	Position Title: Specialist Family Violence Hub Practitioner	Team: Western Family Violence Support and Safety Hub		Region: Western Office: Ballarat
	Supervisor: Hub Team Leader – Specialist Family Violence	Delegations and Authorities: In Line with Delegations Policy	Band: A Salary: SCHCADS Lv 6	Date Completed: September 2019

OUR VISION AND PURPOSE		ROLE CONTEXT	
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>		<p>The Western Family Violence Service will provide a Specialist Family Violence team within The Orange Door (Central Highlands Region) as an initiative resulting per Recommendations 37 and 38 of the Royal Commission into Family Violence.</p> <p>The fundamental function of The Orange Door is to:</p> <ul style="list-style-type: none"> • Be a more visible and accessible contact point for service users requiring specialist support. • Provide help for people to identify family violence and child wellbeing issues. • Support to access justice and legal support. • Offer advice based on contemporary risk assessment tools and guidance. • Provide specialist support and tailored advice for victims, families and children, and perpetrators. • Connection and coordination of access to support. • A system wide view of service capacity, client experience and outcomes. <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.</p> <p>The Support and Safety Hub has been established following the Royal Commission into Family Violence. The Orange Door as it is now known has been designed to make it easier for vulnerable families and children – including victims/survivors of family violence and families with children at risk of abuse or neglect – to access services when and where they need them. They will be visible and trusted points in the community offering safe, simple and early access to services and connect people to the support they need.</p>	
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE	
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>		<p>The Hub Practitioner plays a critical role in family violence risk assessment, safety planning and engagement of women and children into any supports they need. The referrals are a combination of police referred, women calling our service directly, or referrals from other services. The service can be provided by contacting women by phone, face to face at the Hub, or conducting outreach appointments.</p> <p>There is expected to be a suite of training programs offered as part of the induction program by Family Safety Victoria, including:</p> <ul style="list-style-type: none"> • Integrated Practice Framework including child wellbeing and working with perpetrators. • Information Sharing Regime. • Hub site induction and worker health and safety. 	
		REPORTING RELATIONSHIPS	
		<p>This role is based at The Orange Door in Central Highlands Area, with the primary premises located in Central Ballarat and will report to the Hub Team Leader. There will be an expectation that staff are available to provide services at the alternate access point at Bacchus Marsh and other outposts in Ararat and Daylesford or other areas as they develop.</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 within the principles of continuous improvement and occupational health and safety. • Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion. • Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity. 	
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 practising and promoting self-care strategies. • Demonstrated experience in working with women and children from diverse backgrounds who have experienced family violence. • Demonstrated knowledge and high-level understanding of the gendered nature of family violence and the ability to articulate a feminist practice framework that incorporates trauma, attachment, David Mandel's Safe & Together and the Best Interest Case Practice frameworks. • Demonstrated ability and experience to undertake comprehensive risk assessments (CRAF) with a focus on perpetrator accountability, to develop safety plans, refer appropriately to other services and 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. • Demonstrated commitment to working collaboratively and holistically internally, with partners and stakeholders, and the community with the capacity to build relationships, negotiate and liaise at an individual case planning level. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Psychology, Welfare 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. 	<ul style="list-style-type: none"> • A comprehensive understanding of the Integrated Family Violence Service System. • Capacity to be flexible as part of a rostered triage and response team. • An understanding of the Child, Youth and Families Act 2007 and the Family Violence Protection Act 2008.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • 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. • Work within a specialist discipline to deliver Hub services and develop an understanding and capabilities to work safely across other areas of specialisation (with appropriate training and supervision.) • Deliver screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and managing all family violence referrals for women and children (including police referrals) to the Central Highlands Hub, consistent with the Integrated Practice Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks • Playing an active role in keeping perpetrators of family violence in view and holding them accountable through gathering and sharing information with key agencies • Identify, assess and prioritise risk and needs of women and children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team • Develop and review comprehensive safety plans with women and their children. • Provision of advocacy on behalf of women and their children to promote access to required services. • Actively respond to referrals from a range of community and statutory organisations, prioritising women assessed at high and escalating risk of family violence.
Administration	<ul style="list-style-type: none"> • Maintain concise, accurate records, including CS Net and Client Relationship Management systems in the Hub. • Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines for approval by the Integrated Practice Leader. • Handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements.
Program Development	<ul style="list-style-type: none"> • Effectively participate as part of an integrated team in the Support and Safety Hub. • Establish effective working relationship with partner agencies providing services and support to women, and to women and children who have experienced family violence. • Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Hub service model.
Other	<ul style="list-style-type: none"> • Other duties as required.

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	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	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