

	Position Title: Specialist Family Violence Hub Practitioner	Team: Northern Specialist Family Violence Service		Region: Northern
	Supervisor: Hub Team Leader or Senior Specialist Family Violence Hub Practitioner	Delegations and Authorities: In Line with Delegations Policy	Band: A Rem: SCHCADS Lv 6	Date Completed: October 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 Northern Specialist Family Violence Service (NSFVS) is the lead provider and access point for the integrated family violence service system in the Northern Metropolitan sub-region. NSFVS 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) and incorporates an understanding of the multi-factorial contributors to the experience of Family Violence by any individual woman.</p> <p>NSFVS also provides a Specialist Family Violence team within The Support and Safety Hub (also known as The Orange Door) in the North East Metropolitan Area as per Recommendations 37 and 38 of the Royal Commission into Family Violence.</p> <p>NSFVS operates within a collaborative and supportive team environment with a strong focus on partnerships with relevant external organisations.</p>		
<p>OUR VALUES</p> <p>Berry Street expects 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>PRIMARY OBJECTIVES OF THE ROLE</p> <p>The Specialist Family Violence 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 • Information Sharing Regime • Hub site induction and worker health and safety 		
		<p>REPORTING RELATIONSHIPS</p> <p>This role is based at The North East Support and Safety Hub located in Heidelberg and will report to the Hub Team Leader or the Senior Specialist Family Violence Hub Practitioner.</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 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 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 or TRAM) 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 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 (minimum Bachelor level) in Social Work, Psychology, Welfare or a related discipline. • A comprehensive understanding of the Integrated Family Violence Service System. • 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"> • 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 North- East 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 CSNet and Client Relationship Management (CRM) 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. • Undertake other duties as directed.
Program Development	<ul style="list-style-type: none"> • Effectively participate as part of a co-located, coordinated and collaborative multiagency 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.

	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