

	Position Title: After Hours Family Violence Response Worker	Team: Western Family & Domestic Violence Service		Region: Western Office: Mt Helen
	Supervisor: Senior After Hours Family Violence Response Worker	Delegations and Authorities: In Line with Delegations Policy	Band: A Salary: SCHCADS Level 5	Date: December 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 & Domestic Violence Service is an entry point for Police Referrals covering the Victoria Police Western Division 3 areas, which includes: Ballarat, Moorabool, Pyrenees, Ararat, Golden Plains and Hepburn. 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 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.</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 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. This includes:</p> <ul style="list-style-type: none"> • 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	
		<p>This role is based at our Mt Helen Office.</p> <p>This role reports to the Senior After Hours Family Violence Response Worker who will provide supervision and review.</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. • 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, other services and government agencies. • Capacity to work autonomously and demonstrate initiative. 	
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"> • 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 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