

## POSITION DESCRIPTION

Family Response Facilitator– Domestic and Family Violence  
Family & Child Connect

<b>SERVICE STREAM</b>	Families and Young People Services
<b>LOCATION</b>	Townsville
<b>CLASSIFICATION</b>	Level 5 to 6 - Mercy Family Services Enterprise Agreement 2011.
<b>REPORTING RELATIONSHIP/S</b>	Senior Program Manager

### OUR PURPOSE AND VALUES

Mercy Community supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

### POSITION PURPOSE

This role is responsible for quality service delivery to children, young people, families and the community within the Family and Child Connect (FaCC) service.

### KEY PERFORMANCE REQUIREMENTS

<b>1. Mission, Vision &amp; Values</b>	<ul style="list-style-type: none"> <li>• Execute the duties and functions of the role within the mission and values of Mercy Community.</li> <li>• Participate in mission formation programs and activities as required.</li> <li>• The model of care is consistent with the MC mission and values, is articulated to staff and other stakeholders and reviewed regularly.</li> <li>• Practice the Sanctuary® Model, in line with MC values.</li> </ul>
<b>2. Service Delivery</b>	<ul style="list-style-type: none"> <li>• Using the applicable Model of Practice, service guidelines/frameworks, assist clients in achieving their goals as identified in relevant planning documentation developed in line with organisational procedures.</li> <li>• Work collaboratively with your line manager to identify client needs and deliver appropriate services within available resources, continually assessing effectiveness and responding to changing needs and dynamics.</li> <li>• Build and maintain trusting and meaningful working relationships with clients and relevant stakeholders.</li> <li>• Support and provide opportunities for life and personal skill development for clients by role modelling expected behaviours.</li> <li>• Provide specialised domestic and family violence advice and oversight across the entire FaCC team at all phases of family work, from initial contact through to closure, utilising an evidence-based framework.</li> <li>• Actively engage individuals and families contacting the FaCC either in person or via telephone as required, especially those experiencing domestic and family violence.</li> <li>• Employ an evidence-based domestic violence intervention framework that is aligned with Department of Communities, Child Safety and Disability Services</li> </ul>

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### KEY PERFORMANCE REQUIREMENTS

	<p>requirements, in all aspects of domestic and family violence practice.</p> <ul style="list-style-type: none"> <li>• Gather sufficient information from the individual or family members to inform assessment of response required.</li> <li>• Report identified risk management issues that may impact on the safety and health of individuals and/or families, in line with the relevant organisational procedures.</li> <li>• Apply the Queensland Child Protection Guide, Practice Framework &amp; Common Assessment Tools to assess the response type required and action accordingly.</li> <li>• Consult with the Family Response Facilitator -Aboriginal or Torres Strait Islander as necessary, where information received involves Aboriginal or Torres Strait Islander people or families, to assess cultural safety factors and associated response implications.</li> <li>• Consult with the PCPP as necessary to assess safety and risk factors for children with a view to determining response type (including escalation to CSS RIS).</li> <li>• Provide information, advice, referral and linkages to relevant services as appropriate, to the assessed level of need as appropriate.</li> <li>• Provide active case 'holding' to individuals and families not immediately able to access specialised supports as necessary.</li> <li>• Through outreach, engage with families with multiple high level needs, and provide active case "holding" and brief intervention.</li> <li>• Seek out and nurture close working relationships with regional domestic and family violence services to promote integrated responses to family needs across the sector.</li> <li>• Provide training and professional development to other FaCC staff relating to domestic and family violence.</li> <li>• Provide domestic and family violence input to Local Level Alliance processes.</li> <li>• Provide operational input into strategic planning as required.</li> <li>• Prioritise and manage tasks to ensure all client and program needs are met.</li> <li>• Contribute to a positive and effective team culture that is responsive to cultural diversity and equity.</li> <li>• Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds.</li> <li>• Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships.</li> <li>• Work as an effective team member in accordance with Mercy Community mission, purpose and values.</li> </ul>
<b>3. Documentation, Quality Systems &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Comply with all Mercy Community policy and procedures.</li> <li>• Perform duties in accordance with organisational requirements.</li> <li>• Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation.</li> <li>• Assist with the release of personal, private or confidential information in line with the MC Privacy Policy, privacy legislation and the Child Protection Act.</li> <li>• Ensure documentation is created, stored and archived in line with MC,</li> </ul>

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	<p>licencing and quality assurance requirements.</p> <ul style="list-style-type: none"> <li>• Obtain and maintain receipts for purchases made and process these in accordance with MC policy and procedure.</li> <li>• Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment.</li> <li>• Participate in the consultation and/or the development, implementation and review of relevant MC policy, procedures, work instructions and other documentation, as required.</li> <li>• Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved.</li> <li>• Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements.</li> <li>• Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.</li> </ul>
<b>4. Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• While at work, you must; <ul style="list-style-type: none"> <li>○ Take reasonable care for your own health and safety; and</li> <li>○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and</li> <li>○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you; and</li> </ul> </li> <li>• Whilst conducting work activities you must; <ul style="list-style-type: none"> <li>○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and</li> <li>○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and</li> <li>○ Attend safety meetings and inductions or training and participate in the safety program,</li> <li>○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.</li> </ul> </li> </ul>
<b>5. Other Duties</b>	<ul style="list-style-type: none"> <li>• Participate in staff development and team meetings.</li> <li>• Engage in reflective practice and participate meaningfully in regular supervision sessions within MC guidelines.</li> <li>• Other duties as directed.</li> </ul>

POSITION REQUIREMENTS
<b>Required to have</b>
<ul style="list-style-type: none"> <li>• Tertiary degree or above in Human Services, Social Work, Psychology or related discipline.</li> <li>• A demonstrated, evidence-based practice framework for understanding and working with domestic and family violence.</li> <li>• Experience in working within the domestic and family violence sector and a working knowledge of the services and responses required by families.</li> <li>• Group facilitation skills and experience.</li> </ul>

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- Previous experience in safety and needs assessment and planning, including application of the Domestic and Family Violence Protection Act 2012.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver Licence.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.
- Evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MC procedure.

### Level 6 classification:

- Extensive experience working with male perpetrators of DFV including group work utilising an evidence-based practice framework in the child protection context with demonstrated results.

### Beneficial to have

- Experience in strengths-based casework with complex families.
- Safety and Risk assessment skills.
- Sound understanding and knowledge of the Queensland child protection system.
- An understanding of Aboriginal and Torres Strait Islander peoples, cultures and societies and the issues which impact upon them in contemporary society together with a commitment to culturally appropriate engagement and practice.

### KEY SELECTION CRITERIA

1.	Demonstrated experience in addressing domestic and family violence in the community utilising an evidence-based intervention framework, as well as contemporary knowledge of the impacts relating to domestic and family violence and effective strategies to meet the needs of children and families experiencing violence.
2.	Established connections and demonstrated experience working across a range of service providers, both government and non-government, to provide high quality services to families who have complex issues.
3.	Demonstrated ability to engage, mentor, train and support staff and other services, working within and alongside the FaCC service, in managing responses to domestic and family violence.
4.	Established support structures and self-care processes to manage personal resilience and ability to respond appropriately in circumstances involving conflict and domestic and family violence.
5.	Willing and able to work within a Christian context and Mercy Community's mission, purpose and values.

### EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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