

Position Description

Title	After Hours Family Violence Practitioner
Employment Type	Casual
Reports to	Client Services Manager
Work Location	Warrnambool
Date of review	September 2023

Emma House Domestic Violence Services Incorporated (EHDVSI) was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South-West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

Emma House and The SAFV Centre have recently entered into a partnership for the joining of the two organisation through a proposed merger. The merger will take place in October 2023. The SAFV Centre is providing a range of executive leadership support to Emma House.

EHDVSI is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

EHDVSI acknowledges Aboriginal and Torres Strait Islander people as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

EHDVSI actively values and promotes diversity and is committed to being inclusive and respectful to all. We welcome applications from women and people who identify as women who are Aboriginal and Torres Strait Islanders, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities and is a Child Safe Organisation.

As a specialist family violence agency providing services to women and children victim survivors of family violence, EHDVSI holds an exemption H12/2022 from the Victorian Civil and Administrative Tribunal and an exception under section 89 of the Equal Opportunity Act 2010 to only employ people women and people who identify as female.

Role Purpose and Accountability

As a member of the Family Violence After Hours team, the Afterhours Practitioner provides high quality direct service delivery to service users. The following frameworks and approaches underpin the work: a feminist framework, empowerment and strength-based approaches, and is trauma informed.

This position is responsible to provide an after-hours specialist family violence response for women, young people and children experiencing family violence. A team of afterhours practitioners will be rostered on call to support the work of the organisation during weeknights and weekends. The practitioners are based in their home and are able to respond to phone calls, to provide practical

support or to attend the Police station, hospital or other location if required. A recall allowance is paid for any phone or in person support.

Accountabilities: *role accountabilities include, but are not limited to;*

- Respond in a timely manner to ‘call outs’ received during rostered shifts
- Provide crisis intervention and emotional support to people who have experienced family violence and if needed, to their supportive families and friends.
- Conduct an initial risk assessment to ensure immediate safety of women; and accompanying children if appropriate, safe accommodation, food and medical needs, safety plan, mental health and other immediate needs are addressed until the next business day.
- Provide accurate information and facilitate access to medical and police support, emergency assistance and appropriate accommodation.
- Liaise, consult and advocate with Victoria Police, Hospitals, accommodation providers and other professionals as required.
- Consult with on call back up for issues requiring clarification or authorisation.
- Document case notes and record accurate data and relevant information immediately after a callout.
- Facilitate a referral to our business hours’ Intake service and provide external referral information, as appropriate.

Organisational Responsibilities

- Undertake on call rostered shifts incorporating weeknights, weekends and public holidays.
- Participate in relevant brief training for role, debriefing on an assessed ‘needs basis’ regarding complexity and impact and attend monthly team meetings, held after business hours, which includes reflective practice.
- Actively contribute to the development of a positive and high-performing organisational culture.
- Provide adequate notice for periods of leave from the roster.
- Document accurate and complete records of your work activities in accordance with practice guidelines, data systems, legislative requirements, departmental records, information security and privacy policies and requirements.
- Participate in Continuous Quality Improvement and the development of best practice.
- Participate in an annual performance review.
- Take reasonable care for your own health and safety, and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.
- Ensure work practices are ethical and comply with Emma House Policy and Procedure and the code of conduct and the professional association of which the employee may be a member.
- Participate in any other duties, tasks/activities consistent with the position as requested.

Key Selection Criteria

Your application must address the following:

Essential Qualifications and Experience

- A relevant qualification in psychology, social work, welfare, community development or other relevant discipline.
- A minimum one year relevant experience is desirable.

Essential Skills and Knowledge

- Knowledge of the causes of family violence and impacts on adults, children and families.
- Knowledge and understanding of legal, medical and emergency accommodation service options.
- Knowledge of the range of issues that may be experienced by women, young people and children who have experienced family violence.
- Knowledge and understanding of trauma, as it relates to family violence.
- Demonstrated experience in the provision of crisis intervention, risk assessment and safety planning.
- Ability to demonstrate culturally sensitive and respectful practice, including understanding of the needs of people from diverse cultures.
- Effective engagement and communication skills (verbal and written) and well-developed assessment skills.
- Demonstrated ability to advocate, liaise and work collaboratively across complex systems and to liaise effectively with a range of key providers and stakeholders.
- Demonstrated capacity to apply theoretical frameworks to practice.
- Proven ability to manage work autonomously and as part of a team.
- Demonstrated ability to maintain accurate and confidential case notes and proficiency or capacity to use MS Office, relevant programs / databases.

Other

- Commitment to the vision, philosophy, aims and objectives Emma House.
- Commitment to continuous quality improvement and cultural equity in service delivery.
- Current Victorian Driver's Licence.

Referees

Applicants must provide the name and current contact details of 2-3 professional referees including the most recent or current supervisor.

Period of Appointment

This position is casual, dependent on the continuation of funding to the service.

Hours of Work

- The casual hours of work will be on a rostered, on call basis after hours (5.00pm – 9.00am weeknights and 9.00am – 9.00am weekends and public holidays)
- Location of the position is remote working or outreach locations.
- The shifts are based on the needs of the service and negotiated with other AH practitioners
- Flexibility in working hours will be required from time to time as the need arises.

Salary and Conditions

Salary will be paid in accordance with the Social, Community, Home Care and Disability Industry Award 2010. Level 4 Pay Point 1.

Superannuation: The employer will also make superannuation payments on your behalf in accordance with the *Superannuation Guarantee (Administration) Act 1992*.

Performance reviews are conducted every 12 months.

Employee Responsibility – Mandatory prior to commencement

Employee expense:

- Valid Working with Children Check
- Certified copy of qualifications
- National Police Records Check – renewed every 3 years of employment at employee expense
- Evidence of working rights in Australia

***Minimum mandatory qualifications requirements**

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- are considered exempt under the policy
- OR hold a Bachelor of Social Work or other equivalent qualification
- OR have minimum 5 years relevant professional experience
- OR a related qualification as per the mandatory minimum qualification requirements
- OR hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways.

Other

This position description is subject to review and may change in accordance with the needs of our organisation; including our operations, our clients and our stakeholders.