

POSITION TITLE:	Personal Safety Initiative Coordinator
POSITION LOCATION:	Warrnambool – travel throughout the Wimmera South West DHHS region and to Melbourne may be required
CLASSIFICATION:	Social, Community, Home Care and Disability Industry Award 2010. Level 5 – Pay Point dependent on skills and experience
TEAM:	Access and Accommodation Services
EMPLOYMENT:	0.6 EFT

OUR ORGANISATION

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.

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.

ROLE CONTEXT

The Personal Safety Initiative (PSI) forms a key part of the Victorian Government's response to and focus on family violence. The initiative aims to assist victim-survivors of family violence at high risk to remain in their homes whilst leaving violence.

Victim-survivors who are eligible for a PSI response have access to the following:

- case management by specialist family violence service providers including risk assessment, safety planning, advocacy and support (e.g. legal, housing matters)
- safety audits by security specialists (e.g. property, personal movement) with installation of personal or home safety technologies (e.g. alarm systems) along with non-technology security responses such as locks and screens
- a personal safety device (alarm). Each device is fitted with a Global Positioning System (GPS) locator that plots the user's movements using a central monitoring centre. When activated, the device will raise an alert that is received at the monitoring centre, while also activating one way audio monitoring
- 24/7 ongoing monitoring and support by security specialists for personalised alarms, including response to activations in co-ordination with Victoria Police.

PSI emerges in the context of a broader national conversation about family violence including the introduction of the National Plan to Reduce Violence against Women and their Children (2010-2022). Consequently, through the implementation of PSI the department intends to;

- Contribute to the evidence base relating to the use of personal safety technologies and their effectiveness in contributing to the safety of victim-survivors
- Strengthen relationships between family violence specialist services, security specialist organisations, Victoria Police, courts and other parties to improve responses to victim-survivors using personal safety technologies.

PRIMARY PURPOSE OF THE ROLE

- With the assistance of the PSI State-wide Coordinator and the department, ensure the effective delivery of PSI at the local level and ensure adherence to the department operational guidelines and standards.
- Coordinate the implementation of PSI, including fostering relationships with key delivery partners at the local level.
- Ensure that the PSI initiative is clearly communicate to key local stakeholders.
- Work with the PSI State-wide network and the department to continually improve the quality and effectiveness of the initiative.

REPORTING RESPONSIBILITIES

The position directly reports to the Manager – Access & Accommodation, but is expected to work collaboratively across the entire service delivery team. The role also requires functional and productive relations with external stakeholders including auditors, solicitors, funding bodies and other stakeholders. The role works closely with the Risk Assessment Management Panel (RAMP) coordinator.

KEY RESPONSIBILITIES

Personal and Professional

- Understanding of the value of professional supervision and a willingness to participate in reflective practice
- Commitment to maintaining an up to date knowledge base on issues relevant to domestic and family violence practice.
- Willingness to participate in the annual performance management processes
- Willingness and commitment to attend training and educational opportunities as identified in the annual individual professional development plan as negotiated with the Executive Officer
- Deliver training for specialist family violence case managers in the area on PSI operational, technology, and funding processes and requirements.

Administration, Documentation and Reporting

- Knowledge of documentation of records within a compliance framework
- Knowledge of contemporary case recording principles and the application to service related documentation
- Possession of a variety of strategies to accomplish the completion of administrative tasks within nominated timelines
- Willingness to undertake associated administrative work
- To collect and collate data as required
- Skills to digitally record client information in accordance with agency and funding body requirements.

Technical Skills and Knowledge

Financial

- Liaise with Flexible Support Package (FSP) providers about client applications, eligibility and invoicing.
- Co-ordinate Property Safety Audits, including communication with Registered Security Agencies (RSA) and case managers.
- Review Property Safety Audit reports and sign off on recommendations to the FSP Provider.
- Send approval for PSI response to RSA and case manager.

Operations and administration

- Co-ordinate local ordering and delivery of Personal Safety Devices as per departmental agreements
- Oversee and troubleshoot safety technology issues arising at the local level
- Ensure equitable distribution (based on need and risk) of PSI packages to all PSI locations
- Coordinate and oversee evidence retrieval of Closed Circuit Television (CCTV)
- Perform relevant administrative and clerical tasks and processes as required such as:
 - Maintain records as required
 - Take minutes at any local area meetings and disseminate
 - Prepare device utilisation reports
 - Prepare and contribute to other reports and evaluations as required.

State-wide reporting and relationships

- Report on local activity to State-wide Coordinator and the department
- Report client demographic and high level data into the Commonwealth Data Exchange (DEX)
- Liaise with State-wide Coordinator on complex cases and issues occurring at the local level
- Share knowledge and develop collaborative practices with the PSI Local Area Co-ordinator network through formal and informal channels.

Liaison with delivery partners

- Work with local Victoria Police on operational matters to build local knowledge and increase familiarity of PSI.

- Liaise with security companies (preferred providers determined by the department) and case managers to facilitate Property Safety Audits
- Liaise with after-hours and alarm verification support agency(ies)

Monitoring, analysis and oversight

- Receive and review regular reports from the Registered Monitoring Centres (RMCs) regarding technology usage
- Receive regular reports from SFVAs on PSI client numbers, alarm usage, and other important data
- Act as a point of contact for SFVA case managers and ensure the PSI Operational Guidelines are functioning effectively at the local level
- Develop monitoring reports using appropriate templates for the State-wide Coordinator
- Oversee and troubleshoot challenging or complex case issues as reported by case managers in SFVA

Document key learnings and issues that arise during the PSI implementation and delivery.

Communication and Teamwork

- Commitment to effective communication and information sharing with colleagues, Executive Officer, Managers and the EHDVSI Board
- Willingness to represent the organisation professionally and promote services appropriately
- Ability to work in a well-organised manner, both independently and with team members and to contribute to a harmonious and team-based working environment
- Understanding of the principles of effective decision-making and dispute resolution processes
- Commitment to constructive networking with other agencies, businesses and services

Continuous Quality Improvement

- To participate in the organisation's CQI processes
- To participate in the quality improvement practices and outcomes in accordance with the relevant industry standards
- To participate in the Accreditation process and continuous improvement plan
- Contribute to monitoring of service provision to ensure outcomes are in line with internal and external standards, service philosophy and goals
- Participation in the development and review of organisational policies, procedures and work instructions as appropriate
- Understand the importance of encouraging service users to offer input and feedback about the service via the various channels available.

Workplace Health and Safety

- Demonstrate an understanding of the shared responsibility for a safe workplace
- Understanding of the core responsibilities of an employee in relation to occupational health and safety
- Participation in the monitoring of occupational health and safety practices within the workplace, and the addressing of any concerns via the appropriate channels, in a timely manner

On-Call Roster

- Participate in the rostered after hours family violence face to face response program, and the roster to support the organisation's transitional and refuge housing.

Additional Duties

- Undertake regular tasks as per requirements
- Work within the required financial parameters of the service
- Willingness to undertake additional duties as directed and / or negotiated with the Executive Officer
- Arrange and provide coverage for those staff supervised during times of absence or leave
- Other administrative duties as required

Child Related Precautions

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before working with children. Screening occurs via the mandatory Working with Children Check Act (2005), whereby all employees must have received a satisfactory assessment before employment can be confirmed, a satisfactory police record check, the interview process, whereby an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's history regarding working with children

Other

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 application from women and people who identify as women who are Aboriginal, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities.

Risk Statement: Risk management is a core component of EHDVSI governance arrangements and compliance across the organisation supports the Board, committees and senior management in their strategic and governance roles. Staff have an important role in contributing to, and applying effective risk management within their area of influence.

QUALIFICATIONS, EXPERIENCE AND ABILITIES REQUIRED TO FULFILL THE ROLE

Qualifications:

- Bachelor of Social Work or equivalent, or a willingness to upgrade from a Diploma of Community Services (Welfare Studies) to a degree qualification relevant to the field
- Current Victorian Drivers Licence
- Current satisfactory Police Records check
- Current Working with Children Check

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Commitment to the vision, philosophy and objectives of EHDVSI
- Understanding of the nature, scope and impact of domestic and family violence on women and children
- Understanding of the principles of empowerment for individuals, and women in particular
- Skills to develop and review immediate safety plans in collaboration with the service user
- Possession of a client focused approach that facilitates empowerment and independence for women, and safety and security for service users and their children
- Understanding of, and a commitment to advocating against structural inequality as it relates to women and their children
- Knowledge and skills in case management principles and practice
- Ability to undertake considered and comprehensive client safety / risk and homelessness assessments using the MARAM framework and the information sharing schemes
- Ability to work cooperatively and collaboratively with service users, colleagues and other service providers
- Participation in the delivery of public awareness / community education activities regarding domestic violence issues and the community impact of domestic violence
- Understanding of, and a commitment to maintaining professional practice and boundaries
- Completion of Domestic and Family Violence specific training, particularly in risk assessment
- A comprehensive understanding of the complex issues and systems that impact upon women and children who have experienced family violence, including the social, political, emotional, legal, medical and economic contexts
- An awareness of key agency stakeholders
- Knowledge of the principles of gender inequality and feminist theory
- Current First Aid Certificate Level II

AUTHORISED BY:

NAME: Ruth Isbel

POSITION: Executive Officer

DATE: April 2021