

Position Description

Title	Personal Safety Initiative -Coordinator
Employment Type	Part time (0.6 FTE)
Reports to	Client Services Manager - Warrnambool
Work Location	Warrnambool
Date of review	September 2023

About The Sexual Assault & Family Violence Centre (The SAFV Centre)

The Sexual Assault & Family Violence Centre (The SAFV Centre) was established in 1978 and continues to grow, delivering integrated specialist response, early intervention, education and prevention services and programs.

Supporting the Victorian community throughout Barwon, Wimmera, and the South West regions, we offer a specialist range of support services to all people impacted by sexual and family violence, encompassing 24-hour crisis care, case management, therapeutic counselling and group programs, early intervention programs, refuge and housing support, legal services, professional training and primary prevention initiatives.

In the South West region of Victoria, we offer a range of services to women, children and young people impacted by family violence and also those seeking legal support, and through the delivery of the Victims Assistance Program, we support all people who are a victim of crime, including sexual and family violence.

Working across multiple sites and locations, including co-location within the Barwon Multi-Disciplinary Centre, The Orange Doors in Barwon and the South West, outreach locations and within the locally known service Emma House in Warrnambool, our unique combination of services allows us to respond to those that need us, supporting them throughout their journey toward recovery and resilience, while also educating and working with our communities for gender equality to prevent violence from happening in the first place.

We are a collaborative organisation where work is rewarding and team spirit permeates strong culture, values and a client-first focus. At The SAFV Centre, you have the opportunity to grow, and a connection to purpose that makes a difference to our community.

Role Purpose and Accountability

Purpose

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.

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.

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

Direct Service

- 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), case managers and where possible with service users.
- Review Property Safety Audit reports and sign off on recommendations to the FSP Provider.
- Send approval for PSI response to RSA and case manager.
- 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
- Perform relevant administrative and clerical tasks and processes as required such as:
 - Maintain records as required including opening a support period in SHIP
 - Take minutes at any local area meetings and disseminate
 - Prepare device utilisation reports
 - Prepare and contribute to other reports and evaluations as required.
 - Liaise with trades to coordinate any required safety works and invoicing
- 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.
- 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)
- 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

Organisational Responsibilities

- Participate in staff and program meetings, supervision, training and professional development.
- 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.
- 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.
- Actively contribute to the development of a positive and high-performing organisational culture, including by identifying opportunities to improve team work practices.
- Participate in the continuous quality improvement of the SAFV Centre and the development of best practice.
- Ensure work practices are ethical and comply with The SAFV Centre Policy and Procedure and the code of conduct.
- Other duties as required.

Key Selection Criteria

Your application must address the following:

Essential Qualifications and Experience

- Degree or above qualification in Bachelor of Social Work or equivalent
- Minimum 2 years post qualification

Essential Skills and Knowledge

- A comprehensive understanding of family violence including a theoretical framework that includes intersectional feminist and structural theory and locates individuals within their social and familial context.
- Complete intake and risk assessments using the MARAM framework, assess immediate and ongoing needs of women and children, develop safety, and support plans and provide crisis and ongoing case support for women and children.
- A client focused approach that facilitates empowerment and independence for women, and safety and security for service users and their children
- Knowledge and skills in case management principles and practice
- Ability to work cooperatively and collaboratively with service users, colleagues and other service providers
- Capacity to professionally represent the program in a range of settings including public awareness and community education.
- Understanding of, and a commitment to maintaining professional practice and boundaries



- Experience in designing and delivering professional development/training programs.
- An awareness of key agency stakeholders
- Demonstrated ability to maintain accurate and confidential case notes and records.

Other

- Commitment to the vision, philosophy, aims and objectives of The SAFV Centre.
- 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 ongoing depending on funding.

Hours of Work

- The position is part time 0.6FTE (3 days per week).
- Location of the position is in Warrnambool.
- Hours will usually be worked during business hours of 9.00am to 5.00 pm between Monday to Friday.
- The days are based on the needs of the service.
- Flexibility in working hours will be required from time to time as the need arises.

Salary and Conditions

Annual salary will be paid in accordance with the current industrial instrument, The Sexual Assault & Family Violence Centre Enterprise Agreement 2018, and classified as a Specialist Family Violence Practitioner, Level 5, pay point 1-3.

Annual salary \$93,860 to \$98,128 plus superannuation (pro rata for part time).

Salary will be commensurate with experience and skills.

Salary Packaging: Provided via Maxxia. PBI status with other expenses available to package above this cap. The Sexual Assault & Family Violence Centre is a Public Benevolent Institution.

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.

I, _____ have read and understood this position description and agree to the requirements of this role as set out by The Sexual Assault and Family Violence Centre.

Signed: _____ Date: ____ / ____ / ____

Print name: _____