

POSITION TITLE:	Specialist Family Violence Crisis Accommodation Practitioner
POSITION LOCATION:	Warrnambool – travel throughout the Wimmera South-West DFFH 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:	Housing
EMPLOYMENT:	Full Time

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.

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, Emma House holds an exemption under section 89 of the Equal Opportunity Act 2010 to only employ people who identify as female.

ROLE CONTEXT

As a member of the Housing team, the Specialist Family Violence Crisis Accommodation Practitioner provides high quality direct service delivery to the service users in properties of Emma House. The following frameworks and approaches underpin the work: a feminist framework, empowerment and strength based approaches, and is trauma informed.

PRIMARY PURPOSE OF THE ROLE

The primary objective of Specialist Family Violence Crisis Accommodation Practitioner is to ensure that women and children who have experienced domestic violence are provided with optimally maintained housing, equipment and facilities.

The role aims to ensure women and children experiencing, or who have experienced family violence are provided with the appropriate information, options, referrals, supportive counselling and advocacy to allow them to make informed decisions in regard to their situation.

REPORTING RESPONSIBILITIES

The position directly reports to the Team Leader Housing but is expected to work collaboratively across the entire service delivery team.

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 Team Leader Housing

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.
- Reviewing and updating program documentation as required.

Technical Skills and Knowledge

- Knowledge of current safety standards as they may relate to the properties that are administered and managed by EHDVSI.
- Knowledge to ensure women and their children are provided with a safe secure and well maintained environment whilst residing at the EHDVSI refuge and transitional housing properties
- Willingness to work autonomously and as part of a team
- High level interpersonal and communication skills with a demonstrated ability to work with internal and external stakeholders to negotiate and influence successful outcomes;
- Understanding of relevant privacy legislation that informs the collection and communication of service user information.
- Willingness to provide relevant information to service users regarding the support offered by this service
- Understanding and skill in engaging and working with women from a cultural and linguistically diverse background.
- Understanding of and a commitment to agency and service user confidentiality.
- Commitment to operate within the policies and procedures of the service.
- Problem solving skills: seeks information to solve problems, identifies and proposes practical solution and implements and adjusts solutions in collaboration with the team leader
- A working level knowledge and familiarity of computer literacy in PC based software, particularly the Microsoft Office suite of applications.

Transitional Properties

- Possession of the skills to monitor and maintain safe homelike housing to an optimum standard
- Knowledge of what is required to keep a house and contents in an optimally maintained, safe and liveable condition including:
 - Organising mandatory gas and electrical checks
 - Organising cleaning of home and carpets

- Completing property inspection reports
- Arranging removal of any items left behind when clients vacate
- Changing names on utility accounts as required
- Setting up and cancelling Centrepay as required
- Completing and organising new and ongoing lease agreements
- Organising maintenance requests as logged by tenants
- Ability to attend to 'vacancy' maintenance and upgrade works to contemporary standards.
- Ability to undertake regular maintenance checks as per work instruction and current practice
- Liaise with utility providers, including water, telephone, electricity, gas & internet to ensure the reliability and maintenance of services.
- Continuous exit planning to establish alternative housing options.
- Provide Case Management as outlined in Programs and Services.
- Ensure the provision and supply of essential and personal items as may be required by services users. These include the after hours and outreach packs, linen, phones as supplied by Wesnet, food and other items as necessary.
- Ensure the provision of staff amenities and other office and staff supplies are in adequate supply.
- Coordinate requests with St Kilda mum's for the provision of essential items as required

Refuge

- Correspondence with Safe Steps for new referrals when a vacancy is declared.
- Updating and monitoring the Accommodation Register
- Complete intakes to Refuge including; accessing risks to relocate to the area, safety planning and identifying entry needs.
- Updating of entry codes to refuge as clients enter and exit the property.
- Organising cleaning of home and carpets
- Arranging removal of any items left behind when clients vacate
- Organising maintenance requests as logged by tenants.
- Ability to undertake regular maintenance checks as per work instruction and current practice
- Meet contractors onsite to complete logged maintenance or scheduled regular works.
- Maintaining provisions that are supplied to the home.
- Liaise with utility providers, including water, telephone, electricity, gas & internet to ensure the reliability and maintenance of services.
- Continuous exit planning to establish alternative housing options.
- Provide transport to service users, and others as requested
- Encourage and support women to make connections in the community.
- Ability to organise regular house meetings (refuge), developing agenda items to address any issues arising, and type and distribute minutes.
- Provide Case Management as outlined in Programs and Services.

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 to 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 Chief Executive Officer
- Arrange and provide coverage for those staff supervised during times of absence or leave
- Other administrative duties as required

Pre-Employment Screening

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before commencing employment. Screening occurs in accordance with the Worker Screening Act (2020) and the DFFH Safety Screening Policy and consists of a Nationally Coordinated Criminal History Check (Police Check), International Police Check (if required), Working With Children Check (or valid exemption), Referee checks and a robust interview process where 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.

Where the Key Selection Criteria outlines mandatory qualifications an original of these must be retained on the employees HR file.

KEY SELECTION CRITERIA

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
- Nationally Coordinated Criminal History Check (Police Check)
- Current Working with Children Check or valid exemption
- International Police Record Check (only required where staff have lived overseas for 12 months or longer in one country in the last 10 years)

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
- Experience in a similar role in housing, or other relevant field
- Knowledge of the principles and practicalities of property maintenance
- 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 qualifications at HLTAID011 (Provide First Aid) level or above

***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.

EMPLOYEE BENEFITS

We offer our staff:

- A supportive team environment, working alongside other highly talented professionals and support staff who strive for human rights and excellence in service delivery
- A strong commitment to your professional development, personal development and mental health
- A flexible working environment
- 4 weeks annual leave
- Salary packaging (which can add up to \$15,900 in tax-free pay per year).
- 10 % Superannuation contribution
- Competitive salary
- Salary package and conditions are in accordance with the contract of employment.

AUTHORISED BY:

NAME: Sulaika Dhanapala
 POSITION: Acting Chief Executive Officer
 DATE: July 2022