

POSITION TITLE:	RAMP 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 6 – Pay Point dependent on skills and experience
TEAM:	Access & Accommodation
EMPLOYMENT:	Full Time – maternity leave position (14 months)

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 Coordinator RAMP is responsible for the provision of high quality, service delivery to the service users of EHDVSI. The position will take a leadership role in the support of team members as well as organisational practice. The role will be required to represent the organisation in its relationships with other stakeholders as required.

Multi-agency Risk Assessment and Management Panels (RAMPS) are a key component of the Victorian Strengthening Risk Management (SRM) Program. RAMP involve the participation of government and key statutory and community sector agencies which respond to and support victims and perpetrators of family violence.

PRIMARY PURPOSE OF THE ROLE

To manage and coordinate the effective operation of the Risk Assessment and Management Panel.

To actively contribute to sector capacity building in the family violence and broader service system.

To encourage and support program staff towards best practice by virtue of mentoring, case management assistance and leading by example.

REPORTING RESPONSIBILITIES

As well as direct relationships with the Executive Officer and Manager Access and Crisis Accommodation, this role is expected to foster and develop functional relations with the EHDVSI Executive Team and direct support staff. The role also requires functional and productive relations with external stakeholders

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

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

- Understanding of the nature, scope and impact of domestic violence on women and their children.
- Understanding of relevant privacy legislation that informs the collection and communication of service user information.
- Understanding of and a commitment to agency and service user confidentiality, and to maintaining professional practice and boundaries
- Knowledge and skills in all aspects of case management.
- Ability to undertake considered and comprehensive client safety / risk and homelessness assessments
- Ability to make sound clinical decisions and support staff in clinical decision making
- Experience in conflict resolution and / or mediation skills
- Ability to demonstrate leadership amongst a team of staff that complements the organisational structure
- Understanding and experience in the application of the policies and procedures of the organisation, relevant government bodies and related government legislation
- Commitment to operate within the policies and procedures of the service
- To provide guidance and leadership to practitioners case managing RAMP clients
- Operational level knowledge and familiarity with electronic systems and applications relevant to the workplace (e.g. word processing, database, email).
- 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

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.

Leadership

- To operate as an active member of the organisations leadership team and positively contribute to a growing and responsible organisation.
- To provide leadership to support and mentor service delivery staff with the aim of building a culture of team work, learning and service excellence.
- To ensure that direct service staff receive practice leadership that fosters learning, skill development and high quality practice
- Be responsible for decision-making in the program area in collaboration with the Manager and the provision of specialist advice around risk and safety

Planning and Strategy

- To assist in the delivery of the organisations strategic plan
- Participate in the development of the Access and Crisis Accommodation Team annual work plan alongside the manager and other team members

Reporting and Statistics

- To ensure processes and systems are in place with respect to data collection to meet internal and external stakeholder requirements.
- To prepare usage and data reports for funding bodies and other external stakeholders as required.
- To prepare monthly data and usage reports as required
- To prepare written documents to a high standard and to ensure the quality of all service records and professional reports

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 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:

- Degree level tertiary qualification in Social Work, Psychology, Health or a willingness to upgrade a Diploma qualification to a Degree
- 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
- A thorough understanding of the complex nature and dynamic of family violence
- Experience in the family domestic and / or intimate partner violence sectors
- Demonstrated understanding of intersectional feminism

- Ability to provide leadership, share knowledge and experience with others
- Understanding of the assessment of risk in relation to family violence and the provision of crisis intervention and casework with victim survivors from diverse backgrounds who have experienced family violence.
- Skills in building relationships with a range of government and other key stakeholders at a systemic and individual case planning level

AUTHORISED BY:

NAME: Ruth Isbel

POSITION: Executive Officer

DATE: March 2021