

	Position Title: Specialist Family Violence Practitioner – Active Holding and Case Management	Team: Northern Family & Domestic Violence Service	Region: Northern Office: Eaglemont
	Supervisor: Team Leader Case Management and Community Programs	Delegations and Authorities: In Line with Delegations Policy	Band: A Rem: SCHCADS Lv 6

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>The Northern Family & Domestic Violence Service (NFDVS) is the lead provider and access point for the integrated family violence service system in the Northern Metropolitan sub-region. NFDVS provides a range of support services to women and their children who have experienced family violence. The service aims to assist women and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence.</p> <p>Underpinning the service is a commitment to work within an intersectional feminist framework that acknowledges the gendered nature of violence against women and the social pattern of inequality in which violence and abuse is perpetrated. In our work with Aboriginal women we understand that colonisation and the resulting destruction of kinship networks has led to significant transgenerational trauma that continues to impact on the Aboriginal community and influences the perception of the community towards services such as Berry Street. The service also acknowledges that women from culturally and linguistically diverse groups other than the dominant one may bring experiences from countries of origin and cultures that require recognition.</p> <p>The service operates within a collaborative and supportive team environment with a strong focus on partnerships with relevant external organisations.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Specialist Family Violence Practitioner – Active Holding and Case Management will play a critical role in family violence risk assessment, safety planning and engagement of women and children who have been referred to NFDVS for specialist family violence case management. Primarily this role provides an active holding function to women and their children who are accepted for family violence case management and awaiting allocation of a case manager.</p> <p>The role requires a level of flexibility to respond to women and children who are identified as requiring an interim intervention across a suite of family violence teams. The service provision includes face to face contact, conducting outreach appointments and telephone support.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont Office.</p> <p>This role reports to the Team Leader Case Management and Community Programs who will provide supervision and review.</p>

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- An understanding of the gendered nature of family violence and its impact on women and their children and the ability to articulate a practice framework including engagement and assessment.
- Demonstrated ability to be able to reflect and analyse complex situations arising in specialist family violence casework.
- Demonstrated commitment to working collaboratively with the capacity to negotiate and liaise with other agencies and the community.
- Knowledge of the Family Violence Protection Act 2008, Child Youth and Families Act and the Multi Agency Risk Assessment and Management Framework (MARAM).
- An ability to navigate and advocate within various service systems utilising the MARAM framework including Victoria Police, the court system, community corrections and child protection.
- A capacity to engage with women and children who are experiencing multiple and complex vulnerabilities, including managing challenging situations.
- A capacity to assist multiple service systems to pivot to the perpetrator and hold them accountable for their use of violence.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification (minimum Bachelor level) in Social Work, Psychology, Welfare or related discipline.
- An understanding of the Family Violence Information Sharing Scheme (FVISS) Part 5A of the Family Violence Protection Act 2008 and the Children's Information Sharing Scheme (CISS) Part 6A of the Child Wellbeing and Safety Act 2005.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Ability to speak another language.
- Previous experience working with victim survivors.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Provision of an active holding function to women and their children who are accepted for family violence case management and awaiting allocation of a case manager. • Flexibility to respond to women & children who are identified as requiring an interim intervention across a suite of FV teams. • Provision of face to face contact, including outreach appointments and telephone support. • Support includes psycho social education, advocacy in the statutory and justice systems, support to access other services as required. • Undertake comprehensive risk assessment with women based on her own assessment of her own and her children's safety, the Multi Agency Risk Assessment and Management Framework combined with your professional judgement. • Develop and review comprehensive safety plans with women and their children. • Provision of advocacy on behalf of women and their children in the statutory and justice systems, support access to required services. • Accessing and working with Centrelink, migration, disability, mental health and drug & alcohol services. • Provide interim interventions across a suite of FV teams including assertive outreach, court support, leave coverage and other case management related tasks as required. • Liaise as required with external services including the Orange Doors.
Administration	<ul style="list-style-type: none"> • Maintain concise, accurate and legible records, including case notes, completed forms and reports as required according to program guidelines. • Maintain electronic client files. • Maintain accurate statistical data as required by Berry Street and DHHS. • Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
Program Development	<ul style="list-style-type: none"> • Establish effective working relationship with partner agencies providing services and support to women and children who have experienced family violence. • Assist in the planning, development and reviewing of procedures as required.
Other	<ul style="list-style-type: none"> • Assist and support in over-viewing referrals and case allocation. • Other duties as required.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Regular
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Daily
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional