

<b>Position title</b>	<b>Family Violence Assessment and Support Worker</b>	<b>Cost code</b>	HFV02
<b>Position holder</b>	Vacant		
<b>Program</b>	Healthy Lifestyles		
<b>Funded by</b>	Department of Health and Human Services		
<b>Based at location</b>	Horsham (with outreach as directed)		
<b>Responsible to</b>	<ul style="list-style-type: none"> <li>• Program Leader Healthy Relationships</li> <li>• Manager Healthy Lifestyles</li> </ul>		
<b>Direct reports</b>	None		
<b>Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
<b>Classification</b>	Social Worker/Welfare Worker Level 3 Class 1 to Level 4 Class 2		
<b>Hourly rate</b>	\$31.75 to \$36.61	<b>Annual</b>	\$62,738 to \$72,341
<b>Status</b>	Full time		
<b>Hours per week</b>	38hrs (1.0 FTE)		
<b>PD last updated</b>	October 2020		

### Position summary

Covering the Central Grampians and Wimmera area, the Family Violence Assessment and Support Worker is responsible for responding to victim survivors of family violence who present in crisis, providing immediate support to clients requiring risk assessment, safety intervention and planning as well as urgent referrals and supportive monitoring and follow up.

The position will provide service-based support by liaising with police, child protection, accommodation providers and other services as needed. This role plays a critical support function to ensure safe and timely responses for victim-survivors accessing services during the crisis phase of their journey to live a life free from family violence

The position will be responsible for ensuring all victim survivors referred to the family violence program at GCH are thoroughly assessed for their support needs and referred to the most suitable program for their needs. This will include making referrals on behalf of the client to Child First, Victims Support Agencies, Homelessness services and more.

Family Violence Workers work with victim survivors and their children to identify both immediate goals with the focus on reducing risk, regaining control and setting a course for healing and recovery. Case plans are developed with victim survivors to document the plan and goals for the support period. Supports are provided within a therapeutic and recovery-oriented framework.

### Key responsibilities

1. Provide client focussed assistance to victim survivors and their children experiencing family violence, including people who are no longer in abusive relationships, who choose to remain in an abusive relationship and who have never called police or used family violence crisis services.
2. Provide appropriate and evidence-based responses to all people experiencing family violence, including men, women and children.

3. Provide after-hours (as per negotiated monthly roster), face-to-face crisis responses to people in crisis as a result of family violence outside usual business hours. This may include but is not limited to emotional support, risk and needs assessment and management, information and referral, provision of material aid, safety planning, and access to emergency accommodation.
4. Provide crisis responses to people experiencing family violence. This will include providing a timely, same day, response to clients requiring direct assistance, including implementing RAMP actions, responding to clients in crisis accommodation and facilitating safety responses as detailed in the Personal Safety Initiative guidelines.
5. Undertake comprehensive risk assessment and risk management with victim survivors and their children.
6. Provide a detailed risk and needs assessment to all clients entering the family violence program within GCH and appropriately refer on.
7. Develop case plans relevant to the specific needs of the individual, ensuring clients' participation in their own case planning, maintain accurate case files and collect data according to the GCH and DHHS standards.
8. Encourage victim survivors of family violence to make empowered culturally appropriate decisions about their future.
9. Ensure access and advocacy for service users to relevant services such as cultural support, family violence related services, housing, income security, legal assistance, financial management, parenting support, children's support services and health issues, providing some of these services where necessary.
10. Assist people to overcome current or impending homelessness through the provision of service, based on case management principles, and assist people to develop knowledge of tenancy issues, their rights and obligations and to promote the development of necessary skills to successfully obtain secure housing and independent living skills.
11. Liaise and consult with other SHS services, government departments and the community sector to continue the development of the SHS service and other initiatives to meet the needs of people who are homeless.
12. Travel throughout the sub region attending appropriate meetings and developing strong links and protocols with relevant agencies to ensure accessibility to service users.
13. Assist with the ongoing development of a relevant service delivery model for people experiencing homelessness and survivors of family violence to ensure that the service is responsive.
14. Provide supervision and support to students as required.

15. Ensure the up to date and accurate collection, recording and reporting of statistical and service data as required by the Department of Health and Human Services and GCH - annual KPI of 195 cases for Wimmera and Northern Grampians, and 19 cases for Central Highlands (Ararat).
  16. Other duties commensurate with current skills and experience as agreed with the Program Leader Counselling, Manager Healthy Lifestyles, General Manager People and Community Support or Chief Executive Officer.
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### **Key selection criteria**

#### **Qualifications**

- Qualifications in a relevant or related community services discipline

#### **Desirable**

- Case management experience
- Relevant expertise working with people who have experienced family violence

#### **Demonstrated skills, experience and/or understanding of:**

- Understanding of feminist theory and contemporary family violence practice including the gendered nature of violence, social justice principles, crisis intervention and working with trauma.
- Understanding of the needs of and a demonstrated capacity to work with people who are homeless at risk of homelessness and/or in crisis.
- Understanding of trauma informed practice.
- Knowledge of and/or experience using the Common Risk Assessment Framework (CRAF) and Multi-Agency Risk Assessment and Management Framework (MARAM) or experience in undertaking risk assessment and risk management.
- A solid understanding of relevant legislation including Family Violence Protection Act 2008 and the Child, Youth and Families Act 2007.
- Crisis case management skills and experience (support which may include risk assessment, crisis response, personal care, life skills training, information and advocacy and/or assistance with accessing appropriate long-term housing and training and employment opportunities).
- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace culture and practices.

#### **Licences and registrations**

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Current Working with Children Check
- Disability Worker Exclusion check

**Personal attributes**

- Ethical and inclusive
  - Self-disciplined
  - Collaborative and supportive
  - Flexible and resilient
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**Conditions of employment**

This position is full time ongoing and is subject to:

- Successful completion of a six-month probationary period

And requires the following checks:

- Satisfactory police check
- Working with Children Check
- Clear Disability Worker Exclusion Scheme check

Note: Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

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**Chief Executive Officer approval:**

**CEO signature**

**Greg Little**

**Date**

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**General Manager approval:**

**GM signature**

**Kathy Day**

**Management  
position**

General Manager People and Community Support

**Date**

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**Manager approval:**

**Manager signature**

**Caleb Lourensz**

**Management  
position**

Manager Healthy Lifestyles

**Date**

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**Employee acceptance of position:**

**Employee  
signature**

**Vacant**

**Date**

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