



Specialist Family Violence Hub Practitioner (Casework Admin Support) – Mallee Orange Door
(Maternity Leave Backfill; Full Time – 6 months)

The Specialist Family Violence Hub Practitioner (Casework Admin Support) will work within the integrated Support and Safety Hub (known as the Orange Door) team to support women, children and young people experiencing family violence and families who need support with the wellbeing and development of their children. This position will provide casework support to the specialist family violence staff in their response work (core work to support victims of family violence) within the Mallee Orange Door. This is an exciting career opportunity in an entry level role in a developing sector with strategic leadership across the Mallee, a very exciting time.

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services is committed to ensuring that the value of diversity is upheld in everything that we do for our employees, clients and visitors that help us to achieve our mission. We respect the individuality of our employees, clients and visitors. Our organisation is Rainbow Tick accredited.

Are you

- Passionate about delivering high quality services?
- Flexible and willing to contribute to achieving best outcomes for people?
- Willing to explore new ways of service delivery?

Classification	Social, Community, Home Care and Disability Services Award 2010 (to be negotiated)
Work location	Mallee - This position will be employed by Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services but will be based in the Mallee Orange Door, Mildura site. The position may also travel to the Swan Hill Access Point site.
Website	www.msau-mdvs.org.au
Employment type	Full Time for 6 months.
Salary range	Dependent upon qualifications and experience, plus superannuation and the ability to salary package up to \$15,899 tax free (pro-rata)
Position reports to	Hub Team Leader – Specialist Family Violence
Further information	Contact Wendy Morello, Office Manager on 50 255400
Closing date	

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Service

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services is committed to reducing the prevalence and impact of sexual assault and domestic violence in the Mallee through partnerships which raise community awareness and undertake preventative and early intervention strategies and provide specialist and coordinated care valued by survivors of sexual assault and domestic violence, meeting safety needs and facilitating their empowerment, dignity and reintegration into communities of choice.

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services acknowledges that family violence and other forms of violence against women are serious, preventable acts that have a significant impact on individuals, families, communities, our society and the economy. Violence against women is driven by four specific expressions of gender inequality:

- Condoning of violence against women and their children
- Men’s control of decision making and limits to women’s independence
- Stereotyped constructions of masculinity and femininity
- Disrespect towards women and male peer relations that emphasise aggression.

We recognise that while both men and women can commit violence, family violence is largely committed by men against women and children. Family violence is prevalent and occurs across the social spectrum. However, some groups of women and children experience multiple forms of discrimination and disadvantage due to the individual and structural power imbalances they face. This can compound their experience of violence and reduce their access to resources and support. At Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services, we respond to all victim/survivors of family violence in all its forms and deliver services from a rights-based approach that prioritises their safety, agency and empowerment.

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services has a thirty-year history of providing services to victim/survivors and significant others of sexual assault and domestic violence. The components of the service consist of crisis care and accommodation, counselling services, advocacy, community education, outreach support, information and referral services and therapeutic treatment programs for children under 17 years with problem sexual behaviours.

In addition, we also host a Multidisciplinary Centre (MDC) in Mildura which enables victims of sexual assault to receive a consistent, coordinated and comprehensive response to their needs. The MDC includes a specially trained police unit, the Sexual Offences and Child Abuse Team (SOCAT), counsellors/advocates with the Mallee Sexual Assault Unit, Child Protection team and a Community Health Nurse.

RAMP, Regional Integration Coordinators, Personal Safety and Security Initiative, Mental Health and Alcohol and Other Drugs Specialist Family Violence Advisor Capacity Building Program and Specialist Family Violence Advisor Child Protection are also delivered by Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services. Co-located at the service are also Financial Counsellors (Mallee Family Care) and the Family Violence Legal Unit (Murray Mallee Community Legal Service). We recognise that in order to achieve best practice responses to victim survivors, their children and perpetrators requires cross sector and cross-discipline collaboration and team work. Mallee Sexual Assault Unit Inc Mallee Domestic Violence Services strives to achieve service excellence and believes that the Support and Safety Hub is part of broad suite of changes which will contribute to this change. We are excited to be partners in the delivery of The Orange Door across the Mallee.

Orange Door (Support and Safety Hubs)

The Victorian Government has committed to implementing all 227 recommendations of the Royal Commission into Family Violence and to delivering on the vision described in *Roadmap for Reform: Strong families, Safe children*.

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (Hubs) across Victoria to provide a new way for women, children and young people experiencing family violence, and families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services. The Hubs will also focus on perpetrators of family violence, to keep them in view and play a role in holding them accountable for their actions and changing their behaviour.

Ending Family Violence: Victoria's Plan for Change released in November 2016, sets out the Victorian Government's commitment to establish a network of Support and Safety Hubs (Hubs) across all 17 Department of Health and Human Services (DHHS) areas. The Hubs will be central to Victoria's approach to addressing both family violence and ensuring child safety and wellbeing. The Hubs will also form a critical part of the broader service system response.

The *Support and Safety Hubs: State-wide Concept* (State-wide Concept) released in July 2017 describes the intent, scope, key functions and roles of the Hubs and how the Hubs will contribute to the vision and aspirations of Victoria's Plan for Change and Roadmap for Reform. It outlines what the Hubs will deliver across the state as part of the future service system; the approach government is taking, and a number of principles for the design of the Hubs.

The State-wide Concept highlights that the safety of victim survivors and children will be the Hubs' first priority. It also recognises that a gendered understanding of family violence and an understanding of child and family vulnerability are critical to effective services and systems.

Hubs will be accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. The Hubs will engage perpetrators and plan interventions to hold them to account.

FSV will facilitate state-wide coordination and development of the Hubs model, including with the support of a Hubs State-wide Reference Group. FSV will oversee the establishment of the Hub network in collaboration with the local Hub Leadership Groups, Hub Operations Groups and Hub Establishment Groups which will lead the implementation and management of the Hubs in each area.

The Victorian Government has committed to the initial establishment of five launch sites in the DHHS areas of Mallee, Barwon, Bayside, Inner Gippsland and North-East Melbourne from early 2018, with Hubs in all 17 DHHS Areas by the end of 2021.

Given the phased approach to implementing the Hubs and the evolving nature of the design process, certain elements of this service model may change over time. The role and operations of the Hubs will not be static or fixed at one point in time. Just as the practice of the Hubs will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of the Hubs will continue to develop and be informed by community needs, co-design, evaluation, and practice learnings. Future development of the service model will continue to be set at the state-wide level, informed by local practice and experience.

Our vision

To create a future where all Victorians can enjoy safe and respectful personal and family relationships, where children grow up in families that value their health, development and wellbeing.

Our role

The Hubs will deliver a fundamental change to the way we work with women, children and families, and men. The role of the Hubs is to provide:

- a more visible contact point so that people know where to go for specialist support
- help for people to identify family violence and child wellbeing issues
- advice based on contemporary risk assessment tools and guidance
- specialist support and tailored advice for victims, families and children, and perpetrators
- connection and coordination of access to support
- a system-wide view of service capacity, client experience and outcomes

The Hubs will support the agency of women, children and families, to ensure that the services they receive meet their needs and their goals. The Hubs will help to maintain a focus on perpetrators, so the risk they pose can be assessed, and they are held to account for their behaviour.

The Orange Door Hub team

Hubs will bring together different workforces and practices to create an integrated Hub team and a consolidated intake point in each Hub area to create a new way of support for:

- women, children, young people and families experiencing family violence
- perpetrators of family violence
- families in need of support with the care, development and well-being of children.

This will be achieved by drawing on the expertise of CSOs and their deep connections with people in local areas, and bringing together workers from organisations that currently:

- receive police referrals for women and children who are victims of family violence
- receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- receive child wellbeing referrals
- provide the Child FIRST service
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services

The Hubs Team include a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DHHS.

The Specialist Family Violence Hub Practitioner (Casework Admin Support) will be part of two teams - the Support and Safety Hub Team and the Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services team.

Accountabilities

The key responsibilities of this role at the Mallee Orange Door include:

- To provide prompt, professional and respectful casework support/administration services to the agency's clients, service consumers, the agency's staff and managers. This position provides these services at the Mallee Orange Door sites.
- As above services there may be times when these duties are undertaken at the home agency office sites.
- Record client information accurately on the Hub Client Relationship Management (CRM) system and handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements.
- Assist with administrative processes for brokerage on behalf of clients in accordance with Brokerage Guidelines for approval by the Integrated Practice Leader.
- Attending meetings daily to ensure day to day activities are set and understood for the role as this will be varied.
- Undertaking logistical arrangements for meetings and other activities that directly support case planning and decision-making for clients of the service.
- Transporting and supporting clients in accommodation with practical needs and material aid as directed by Management.
- Assisting with the crisis work of the service as directed by Management
- Contribute to continuous learning, professional networks and relationships of the service
- Actively participate as a team member to address team priorities and directly support colleagues on a day-to-day basis
- To work as part of a team ensuring the provision of a safe and supportive environment in which service users make their own decisions and choices.
- To adhere to the Code of Ethics for Professional Conduct.
- Other duties as required and varied.

Key Selection criteria

Essential for the Performance of the Position

- A commitment to Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services Vision and Mission Statements.
- A commitment to the Purpose of Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services.
- Previous relevant experience in Administrative support to casework practitioners and Diploma level qualification. Highly desirable to demonstrate working towards tertiary level and further studies.

- A knowledge and understanding of the gendered nature of family violence and violence against women and children and the distinctions between violence experienced and perpetrated by men and women.
- Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for other people's feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.
- Knowledge of crisis Intervention/counselling skills required, and duties as directed by Management.
- Demonstrated sound understanding of Child Safe Standards. (Commission for Children and Young People)
- Demonstrated sound understanding of the Children's, Youth and Families Act 2005 and information sharing legislation.
- To be willing to promote the cultural safety of children from Aboriginal and CALD backgrounds and any child with a disability.
- The understanding of a client's right to access the service regardless of their country of birth, language, culture, race or religion, sex, sexual orientation, or disability.
- An ability to communicate and liaise effectively with fellow team members and other local and state-wide agencies and services.

Pre-Employment Conditions and Safety Screening

Appointment to the position is subject to the satisfactory completion of the following:

- All applicants are subject to a National Police History Check.
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website www.immi.gov.au and can be searched for under the phrase, 'penal clearance certificate'.
- Undertaking a Working with Children Check (VIC and NSW)
- Disclosure of previous or current disciplinary action (employment history) is mandatory for all positions.
- Current driver's license.
- Evidence of completion of formal qualifications.
- Referee checks (two nominated referees including your supervisor if you are currently working).

How and where to apply

Applications (including a covering letter, resume and response to the key selection criteria) should be addressed to:

The Interview Panel
 Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services
 PO Box 1373, Mildura. 3502
 Or Email to: info@msau-mdvs.org.au

Closing Date; **5pm Tuesday March 17th, 2020.**