



HUB PRACTITIONERS POSITION DESCRIPTION

Job title	Specialist Family Violence Hub Practitioner – Mallee Orange Door Mildura.
Location	Mildura
Department	Orange Door
Report to	Hub Team Leader – Specialist Family Violence
Award	Social, Community, Home Care and Disability Services Award 2010 (to be negotiated)
Job Summary	<p>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.</p>
Accountabilities	<ul style="list-style-type: none"> • 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. •
Responsibilities	<ul style="list-style-type: none"> • A commitment to Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services Vision and Mission Statements.



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	<ul style="list-style-type: none"> • 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.
Key Selection Criteria	<ul style="list-style-type: none"> • Minimum Diploma Community Services or willingness to obtain a Bachelor of Social Services • Demonstrates and understanding of legislation. • Working With Children's Check NSW & VIC • National Police Check • Current Drivers licence