



## Mallee Sexual Assault Unit – Mallee Domestic Violence Services

POSITION DESCRIPTION: Hub Practitioner

<p><b>Our Values:</b></p>	<p>Our values reflect the way we interact, connect and work with clients, partner agencies and with one another.</p> <ul style="list-style-type: none"> <li>• We put your <b>safety</b> and wellbeing at the centre of everything we do.</li> <li>• We <b>respect</b> the dignity and autonomy of each person.</li> <li>• We are trustworthy, <b>ethical</b> and transparent.</li> <li>• We advocate and act with <b>courage</b> to address inequity and shape a better future.</li> <li>• We communicate and <b>collaborate</b> to achieve shared goals.</li> <li>• We <b>learn</b>, innovate and embrace change to achieve outcomes that matter.</li> </ul>
<p><b>Our vision:</b></p>	<p>Futures free from sexual and family violence.</p>
<p><b>About us:</b></p>	<p>Mallee Sexual Assault Unit (MSAU) and Mallee Domestic Violence Service (MDVS) is a not-for-profit community organisation that provides family, domestic and sexual violence services and advocacy to support everyone in the Mallee region to be safe. Funded primarily by the Victorian Department of Families, Fairness and Housing, we deliver a range of programs focused on prevention, safety, connection and healing. Our programs span from crisis care to therapeutic services providing specialist support for victim survivors of sexual or family violence from first contact through to recovery.</p> <p>We are committed to:</p> <ul style="list-style-type: none"> <li>• Ensuring victim survivors of family violence are safe and those who use violence are held accountable.</li> <li>• Welcoming and supporting people of all backgrounds, ethnicities, cultures, ages, gender identities, sexual orientations, and abilities.</li> <li>• Recognising children as victim survivors of family violence in their own right, and being a child safe organisation</li> <li>• Providing seamless integration of care between providers to ensure best possible outcomes and experience for clients</li> <li>• Providing specialist care that is trauma informed, strengths based, and evidence informed</li> </ul> <p>The Mallee Sexual Assault Unit - Mallee Domestic Violence Services provides services to victim survivors of sexual assault and domestic and or family violence. The components of the service consist of crisis care, counselling services, advocacy, community education, outreach support, information, and referral services. The service is non-discriminatory, providing equity of access to all victim survivors and significant others of sexual assault and domestic and or family violence.</p> <p>In the Northern Mallee region, centre-based sexual assault and family violence services are provided in Mildura (24-hour response). Services are also provided flexibly and on-demand in Robinvale, Ouyen, Mallee Track, Dareton, and Wentworth.</p> <p>In the Southern Mallee, centre-based sexual assault and family violence services are provided in Swan Hill (24-hour response). Services are also provided flexibly and on-demand in Kerang, Cohuna, Sea Lake, Wycheproof, Balranald, and other towns throughout the Buloke and Gannawarra Shire.</p>



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<b>Position Title</b>	<b>Hub Practitioner</b>
<b>Position number</b>	
<b>Program</b>	Client Services – The Orange Door
<b>Classification and Award</b>	Social, Community, Home Care and Disability Services Award 2010 – Level 5
<b>Salary range</b>	\$100,776 - \$105,341 per annum
<b>Location</b>	The Orange Door Mildura
<b>Employment status</b>	Full time - Ongoing
<b>Hours per week</b>	38 hrs per week <i>with an option to work</i> 40 hrs per week with an RDO once every 4 weeks
<b>Reporting Manager</b>	Team Leader – The Orange Door
<b>Other Key Relationships</b>	Partner organisations within The Orange Door & Integrated Team Leader
<b>Role Context</b>	<p>The Hub Practitioner will work within the multi-disciplinary Orange Door team and deliver high quality, safe and effective service responses to Victorians seeking support and services through The Orange Door. The role conducts risk and needs assessments, utilising established frameworks, and requires a high level of professional judgement. The Hub practitioner will work with other partner organisations within the Orange Door to provide an intergraded response to direct contact and referrals coming into the Orange Door.</p> <p>A solid understanding is required of the principles and practices relevant to the Family Violence sector, including the underpinning societal structures that perpetuate gender inequity and contributors to the ongoing disempowerment of women and children.</p>
<b>Position Objectives</b>	<p>The role aims to ensure people experiencing family violence, and families who require support with the wellbeing and development of their children are provided with:</p> <ul style="list-style-type: none"> <li>• Appropriate risk assessment and safety planning</li> <li>• Presented with the options for referrals and resourcing to assist them in making informed decisions regarding their situation</li> <li>• Facilitating and completing referrals</li> <li>• Short term supportive counselling</li> <li>• Provide a point of contact for secondary consultation, advice, and information</li> </ul> <p>The role of the Hub Practitioner will work at The Orange Door. It is essential this role engages strong risk assessment and risk management skills, along with the ability to make sound decisions sometimes in crisis situations. It is essential that all work is to remain confidential and professional boundaries are adhered too.</p>



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	<p>The role requires having knowledge and experience working in a clinical setting, as well as the capability to embed integrated practice and quality clinical practice. Due to the integrated nature of the Orange Door, there are times when practitioners may be requested to take calls from outside of their speciality steam.</p>
<p><b>Key responsibilities</b></p>	<p><b>Personal and Professional</b></p> <ul style="list-style-type: none"> <li>• Understanding of the value of professional supervision and a willingness to participate in reflective practice.</li> <li>• Commitment to maintaining an up-to-date knowledge base on issues relevant to domestic and family violence practice.</li> <li>• Willingness to participate in the annual performance management processes.</li> <li>• Willingness and commitment to attend training and educational opportunities as identified in the annual individual professional development plan.</li> </ul> <p><b>Administration, Documentation and Reporting</b></p> <ul style="list-style-type: none"> <li>• Knowledge of documentation of records within a compliance framework.</li> <li>• Knowledge of contemporary case recording principles and the application to service-related documentation.</li> <li>• Possession of a variety of strategies to accomplish the completion of administrative tasks within nominated timelines.</li> <li>• Willingness to undertake associated administrative work.</li> <li>• To collect and collate data as required.</li> <li>• Skills to digitally record client information in accordance with agency and funding body requirements.</li> </ul> <p><b>Technical Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with The Orange Door team and deliver professional, multi-disciplinary and integrated family violence support service to people experiencing family violence, and families who require support with the wellbeing and development of their children, including risk assessments, planning, brief intervention, and case conferences.</li> <li>• Commitment to maintaining an up-to-date knowledge base on issues relevant to domestic and family violence practice.</li> <li>• Receive and manage all family violence referrals for women and children to The Orange Door including the delivery of client screening, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Orange Door operational and practice guidelines, relevant risk assessment tools and frameworks.</li> <li>• Provide clients with timely, accurate and relevant information to ensure they can make informed choices.</li> <li>• To provide secondary consultations as required</li> <li>• To work closely with the organisation’s practitioners to ensure the safety of victim survivors.</li> </ul>



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- To utilise clinical skills and experience in the delivery of programs and services to vulnerable members of the community.
- To liaise with related services and other stakeholders such as Police, Courts, Child Protection, community service providers and housing services.
- To use a developed knowledge base and experience in therapeutic approaches and trauma informed work to work with victim survivors.
- Play an active role in keeping perpetrators of family violence in view and hold them accountable through gathering and sharing information with key agencies.

### **Communication and Teamwork**

- Commitment to effective communication and information sharing.
- 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.
- Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Orange Door service model.

### **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.

### **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.

### **Additional Duties**



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	<ul style="list-style-type: none"> <li>• Work within an integrated team, being supported by your agency Team Leader and your Integrated Team Leader</li> <li>• Demonstrate flexibility in providing coverage for other staff during times of absence or leave</li> </ul>
<p><b>Key Selection Criteria</b></p>	<ul style="list-style-type: none"> <li>• An understanding of the nature, scope, and impact of family violence on victim survivors.</li> <li>• An understanding of the principles of empowerment for individuals.</li> <li>• Ability to develop and review immediate safety plans in collaboration with the service user.</li> <li>• Possession of a client focused approach that facilitates empowerment and independence for victim survivors and safety and security for service users and their children.</li> <li>• Knowledge and skills in case management principles and practice</li> <li>• Ability to undertake considered and comprehensive client safety/risk and homelessness assessments using the required frameworks and the information sharing schemes.</li> <li>• Ability to work cooperatively and collaboratively with service users, colleagues, and other service providers.</li> <li>• Participation in the delivery of public awareness / community education activities regarding family violence issues and the community impact of family violence.</li> <li>• Understanding of, and a commitment to maintaining professional practice and boundaries.</li> <li>• A comprehensive understanding of the complex issues and systems that impact upon women and children who have experienced family violence, including the social, political, emotional, legal, medical, and economic contexts.</li> <li>• An awareness of key agency stakeholders.</li> <li>• Knowledge of the principles of gender inequality and feminist theory.</li> </ul>
<p><b>Family Violence Minimum Mandatory Qualifications under Recommendation 209</b></p>	<p>As per the minimum mandatory qualifications requirements via <a href="https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners">https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners</a>:</p> <p>All candidates wishing to apply for this role must be able to demonstrate that they:</p> <ol style="list-style-type: none"> <li>1. are considered EXEMPT under the policy OR</li> <li>2. hold a Bachelor of Social Work or other equivalent qualification OR</li> <li>3. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements. OR</li> <li>4. hold significant cultural knowledge and experience or lived experience and have faced barriers to educational pathways.</li> </ol>



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	<p><b>Please note</b> that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy).</p> <p><b>If you believe these pathways may apply to you and would like more information, please don't hesitate to contact Jason Spratt, Executive Manager, Client Services on (03) 5025 5400 to discuss this further.</b></p>
<p><b>Specialist expertise/experience</b></p>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the Mallee health and community services sectors</li> <li>• A good understanding of relevant legislation</li> </ul>
<p><b>Pre-employment checks</b></p>	<p>All appointments require:</p> <ul style="list-style-type: none"> <li>• Reference checks</li> <li>• National criminal records check (Applicants who have lived overseas in one country for 12 months or longer in the last ten years must provide international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search)</li> <li>• Pre-employment misconduct screening</li> <li>• Working with Children Check both for Victoria and New South Wales</li> <li>• Current Driver's Licence</li> <li>• Evidence of the Right to Work in Australia.</li> </ul>
<p><b>Cultural safety in the workplace</b></p>	<p>MSAU-MDVS recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge, and experience to the workplace. They also contribute important insight into how Mallee Sexual Assault Unit, Mallee Domestic Violence Services can provide for and engage with Indigenous clients and communities more effectively.</p> <p>MSAU-MDVS also recognises and supports the role of all staff in providing a culturally safe work environment and ensuring culturally safe professional practice.</p>
<p><b>Conditions of Employment</b></p>	<p>Salary and conditions are in accordance the SCHADS AWARD 2010.</p> <p>Salary Packaging is offered with this position.</p> <p>Monthly RDO accrual for full time employees based on their 40-hour working week.</p> <p>All offers of employment are subject to a satisfactory Criminal History Check, Working with Children's Check NSW &amp; Vic and current Driver's Licence.</p> <p>All offers of employment with Mallee Sexual Assault Unit - Mallee Domestic Violence Services are subject to a six-month probationary period.</p> <p>All staff members will be asked to participate in an Annual Performance Review.</p> <p>Pre-existing Injury disclosure prior to employment will be required for all existing medical, health and physical injuries/conditions.</p>



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### Acceptance of Position Description requirements

To be signed upon appointment

#### Employee

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_