

POSITION DESCRIPTION

Position	Specialist Family Violence Advocate, Case Management
Location	Ringwood
Reports to	Team Leader
Direct Reports	None
Award/ Classification	SHADS Level 5
Date	August 2021

ORGANISATIONAL CONTEXT

EDVOS is a leading specialist family violence service in Victoria. Our work is focused across seven Local Government Areas including Boroondara, Manningham, Whitehorse, Monash, Knox, Maroondah and Yarra Ranges. Some of our training, education and primary prevention programs are national.

EDVOS predominantly works with women and children as it is recognised that being female is the biggest risk factor for experiencing family violence. EDVOS acknowledges that family violence can take many forms such as intimate partner violence, child abuse, elder abuse, carer abuse, parental abuse and sibling abuse. Our specialist family violence response services are largely directed towards women, including women from the lesbian, gay, bisexual, trans and intersex (LGBTI) communities, children, pets and other animals, who are responding to any form of family violence.

EDVOS is committed to assisting all people, regardless of ethnicity, race, religion, sexual orientation, gender identity, age and ability within our community and can also provide access to other family violence services that are most suitable to the individual's unique needs and goals.

EDVOS predominantly employs women, including women from the lesbian, gay, bisexual, trans and intersex (LGBTI) communities, as per the findings of Equal Opportunity exemption H327/2017 and by special measure. This is due to the specialist nature of the work and the services that EDVOS provides to women and children who are responding to family violence in the community. EDVOS actively promotes a safe and inclusive workplace where workers are free from discrimination and are afforded dignity and respect.

EDVOS is a child-focused and child safe organisation and is committed to promoting and protecting the safety including cultural safety and interests of all children.

Document No:	TEM-HR-02	Version No:	4
First approved:	13/11/2003	Next review date:	30/04/2023
Last approved:	30/04/2020	Responsible person:	Human Resources Manager
Authorised by:	GM Corporate	Page	1 of 6

POSITION DESCRIPTION

EDVOS Vision

A community free from family violence, where everyone is safe.

Values and Guiding Principles

The following guiding principles underpin the way we work as an organisation and with others to realise our vision.

Intersectional Feminism – We understand that family violence and the abuse of power is multidimensional and that the impact of family violence is compounded by intersecting forms of oppression and inequality (e.g. gender, ethnicity, age, sexual orientation etc), creating overlapping forms of discrimination. This results in higher rates or more severe forms of violence, as well as greater barriers to accessing support and safety for some communities more so than others. We recognise the gendered nature of the drivers of family violence and how women and children are disproportionately affected by it, which is why we prioritise them in the work that we do.

Courage and Leadership – We are courageous in our pursuit of preventing family violence, leading and influencing change within the family violence and mainstream sectors and broader community that is focused on delivering positive outcomes for victim survivors. We do not shy away from challenging the status quo and doing things differently.

Person-Driven – We place victim survivors at the centre of all decisions. We listen and respond to their input and feedback on the planning, design, delivery and evaluation of our services and programs to ensure they remain client-centred.

Evidence informed and continuous learning – Our work and approach is informed by evidence (noting that this evidence can come in the form of formal research or practice wisdom). We actively seek opportunities to continuously improve and innovate, including by piloting (and measuring the impact of) innovative models of service and program delivery.

Transparency and Accountability – We are transparent in our conduct and hold ourselves to account for delivering high quality services and programs. We seek to;

- challenge perpetrators to take responsibility for their actions and to change their behaviour and;
- engage organisations and communities to ensure that everyone is playing a role in preventing and responding to family violence (including addressing the drivers of family violence) and supporting the ongoing recovery of victim survivors.

Respect and Collaboration – We value and respect the expertise of victim survivors and our stakeholders, working with others to maximise the impact of our collective work through genuine and meaningful collaboration. We endeavour to strengthen our collaboration and integration with both existing and new partners.

Document No:	TEM-HR-02	Version No:	4
First approved:	13/11/2003	Next review date:	30/04/2023
Last approved:	30/04/2020	Responsible person:	Human Resources Manager
Authorised by:	GM Corporate	Page	2 of 6

POSITION DESCRIPTION

ORGANISATIONAL ACCOUNTABILITIES (applicable to all employees)

<i>Occupational Health and Safety (OH&S) and Wellbeing</i>
<p>Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by EDVOS, including to:</p> <ul style="list-style-type: none"> • Work in a manner that considers and enhances the health, safety and wellbeing of self and others. • Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances. • Ensure that all work areas are maintained in a safe condition. • Identify, report and record all safety hazards, incidents and injuries. • Participate in OHS training, consultation and communication meetings where required. • Actively assess, manage and where possible mitigate workplace risk.
<i>Continuous Quality Improvement (CQI)</i>
<ul style="list-style-type: none"> • Become familiar with and adhere to EDVOS's policies, procedures and Code of Conduct. • Contribute to or participate in Continuous Quality Improvement (CQI) activities of EDVOS and implement CQI strategies into work practices. • Attend supervision, job-specific and organisation-wide training, meetings, working groups and conferences as required. • Be open to new ways of doing things and respond to challenges with innovative ideas and solutions. • Strive for and promote continuous quality improvement across the organisation.
<i>Diversity</i>
<ul style="list-style-type: none"> • Demonstrate respect and acceptance of diversity at all times. • Interact with EDVOS clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.
<i>Respectful Relationships</i>
<ul style="list-style-type: none"> • Facilitate good, respectful working relationships with EDVOS staff, clients and all stakeholders, internal and external through clear communication and a willingness to work towards the prompt resolution of any concerns.

Document No:	TEM-HR-02	Version No:	4
First approved:	13/11/2003	Next review date:	30/04/2023
Last approved:	30/04/2020	Responsible person:	Human Resources Manager
Authorised by:	GM Corporate	Page	3 of 6

POSITION DESCRIPTION

POSITION OBJECTIVE

As an EDVOS Specialist Family Advocate you will work collaboratively and holistically with adult victim survivors their children, pets and animals and young people to provide: risk assessment and safety planning; emotional support; needs assessment and case planning; systems navigation; advocacy; psychoeducation and referrals while ensuring accurate and timely case noting and data entry into the client management system.

About the Case Management Program at EDVOS:

EDVOS case management approach is a collaborative and holistic person focused approach that is aimed at respecting a person's right to be self-determining, while maintaining a focus on safety, perpetrator accountability and effective planning to meet individual needs. The teams operate within an intersectional feminist framework and trauma informed practice lenses while focusing on a victim/survivors strengths and individual needs.

POSITION SPECIFIC ACCOUNTABILITIES

- Addressing gender and power issues underlying family violence on both personal and social levels including accountability of perpetrators;
- Provide high quality risk assessment and safety planning in collaboration with victim/survivors their children, pets and animals women;
- Ability to undertake and coordinate effective high quality, case management for victim/survivors in accordance with MARAM and relevant practice guidelines including goal direct care plans and exit planning;
- In partnership with the client identify, assess, develop and implement effective interventions and referrals for women and, where relevant, their families;
- Provide holistic, evidence-based interventions with women and their families, which reflect their needs whilst aiming to promote self-determination, resilience and enhanced quality of life;
- Facilitating women and children's access to a wide range of resources;
- Ensure client case notes/records and data collection requirements are recorded electronically in SHIP, and adhere to organisational policy and procedures with respect to timeliness, quality standards, privacy and confidentiality;
- Provide Court Support and assistance with regard to Intervention Orders as required;
- Ensure all services are culturally sensitive and align with EDVOS Strategic and Diversity plans;
- Regular participation in the services roster to ensure coverage of EDVOS hours of operation: 9am-8pm Monday to Friday and 9am-5pm Saturdays;
- Active collaboration with peers, Team Leaders, Management and external stakeholders;
- Provide reports and adhere to reporting timelines as directed;
- Participate in Service Planning and Continuous Quality Improvement;
- Actively participate in supervision, reflective practice and professional development;
- Family Violence Advocates will participate in a range of portfolios and/or across a variety of settings;
- Role maybe undertaken within the office environment or outreach and co-

Document No:	TEM-HR-02	Version No:	4
First approved:	13/11/2003	Next review date:	30/04/2023
Last approved:	30/04/2020	Responsible person:	Human Resources Manager
Authorised by:	GM Corporate	Page	4 of 6

POSITION DESCRIPTION

- location settings and
- Other duties as directed.

KEY SELECTION CRITERIA

- A qualification or relevant experience, or working towards them, in line with the minimum mandatory qualification requirements for specialist family violence practitioners (please see section 'Minimum Mandatory Qualification Requirements')
- Demonstrated knowledge, experience and skills in, family violence risk assessment, client centered case management, safety planning, and client advocacy
- Understanding of relevant legislation and practice frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS), and the family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)
- Demonstrated ability to establish effective working relationships with clients, colleagues and other service providers
- Demonstrated understanding of specialist family violence practice
- Demonstrated understanding of the life cycle stages in a family violence context, including the use of power and control, social, historical, political, legal, cultural and organisational/systems impacts on victim survivors and perpetrators of family violence
- Ability to implement relevant theories and frameworks related to family violence into practice including but not limited to intersectional theory, feminist theory, trauma informed and strengths based theory
- Well-developed communication skills (both oral and written) with the capacity to prepare reports, case notes and correspondence in a clear and concise language and the ability to assimilate information from varied sources
- Demonstrated conceptual, analytical and problem solving skills
- Proven ability to function both independently and within a team environment
- Ability to balance self-care, reflective practice and resilience with quality and responsive service provision
- Demonstrated understanding and respect of the Child Safe Standards and child safety principles including the safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds as well as children who identify as LGBTI as well as children with a disability

TERMS AND CONDITIONS

Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010; plus the current legislated Superannuation contribution. While legislation allows, Salary Packaging is offered with this position.

All offers of employment are subject to a six month probationary period.

Performance reviews are linked to criteria in the position description, individual work plans as well as active demonstration of EDVOS values and organisational accountabilities and responsibilities including child safety and equity and diversity.

Document No:	TEM-HR-02	Version No:	4
First approved:	13/11/2003	Next review date:	30/04/2023
Last approved:	30/04/2020	Responsible person:	Human Resources Manager
Authorised by:	GM Corporate	Page	5 of 6

POSITION DESCRIPTION

All offers of employment are subject to the following:

- Current National Police Record Check (renewed every 3 years).
- International Police Record Check (where required).
- Current Working with Children Check Assessment notice and card valid for Employment.
- A Current Victorian Drivers Licence (where required).
- Eligibility to work in Australia.

***Minimum mandatory qualification requirements**

As per the minimum mandatory qualification requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- Are considered EXEMPT under the policy or
- Hold a Bachelor of Social Work or other equivalent qualification or
- Have a minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements or
- Hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways.

Please note 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).

Document No:	TEM-HR-02	Version No:	4
First approved:	13/11/2003	Next review date:	30/04/2023
Last approved:	30/04/2020	Responsible person:	Human Resources Manager
Authorised by:	GM Corporate	Page	6 of 6