

POSITION DESCRIPTION

Position	Team Leader within the Case Management Program
Location	Ringwood
Reports to	Program Manager
Direct Reports	6- 8
Award/ Classification	SHADS Level 7
Date	November 2018

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.

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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.

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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. <p>Strive for and promote continuous quality improvement across the organisation.</p>
<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.

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POSITION OBJECTIVE

As an EDVOS team leader within the Case Management Program you will provide line management and day to day coordination, case allocation, supervision and reflective practice to a team of specialist family violence practitioners and be available to provide comprehensive case consultation and debriefing within an intersectional feminist framework and trauma informed lenses.

About the Case Management Program at EDVOS:

EDVOS case management approach is a collaborative 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

- In collaboration with other team leaders and the senior leadership team you will contribute to the development and implementation of a trauma informed, quality, and integrated service for victim/survivors including children animals and pets who have experienced family violence
- Demonstrate collaborative leadership, participating in meetings and contributing to organisational development in line with the strategic agenda
- Provide leadership, guidance and line management to the team, including management of performance
- Contribute to the development of team and program plans, in collaboration with other team leaders and the Senior Leadership Team
- Lead teams through change within the organisation and wider sector reforms.
- Challenge gender and power issues utilising an intersectional approach underlying family violence on both personal and social levels including accountability of perpetrators;
- Support team to undertake client work in line with key family violence and feminist frameworks and underpinning theories;
- Support teams to provide high quality risk assessment, safety and case planning with victim/survivors including children animals and pets.
- Management of HR files, leave requests, payroll and performance management;
- Provide case consultation and direction to staff in direct service delivery
- Review and approve brokerage within delegation and in line with operational procedures;
- Facilitate reflective practice groups in line with EDVOS’s Reflective Practice Guidelines
- Participate in recruitment and on boarding of new staff
- Promote, model, manage and support effective wellbeing, health and safety practices with staff and across teams

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Ensure staff in team:

- Undertake client case notes/records and data collection requirements and ensure they are recorded electronically in client record management systems, and adhere to organisational policy and procedures with respect to quality standards, privacy and confidentiality;
- Identify, assess, develop and implement effective risk interventions and referrals in partnership with the client and where relevant, their families in a client-centred, collaborative and consultative manner;
- Provide holistic, evidence-based interventions in collaboration with victim/survivors which reflect their needs whilst aiming to promote self-determination, resilience and enhanced quality of life;
- Proactively pursue their own professional development and promote their own resilience and wellbeing.
- Actively participate in Service Planning and Continuous Quality Improvement in line with relevant legislation;
- Demonstrate commitment to own learning and development, including active participation in supervision, reflective practice and training
- Manage DFFH, FSV portals, databases, rosters, shared emails and calendars in line with team requirements;

KEY SELECTION CRITERIA

- A qualification or relevant experience in line with the minimum mandatory qualification requirements for specialist family violence practitioners and, where required, a willingness to work towards the minimum qualifications (**please see section 'Minimum Mandatory Qualification requirements*).
- Demonstrated understanding of the gendered drivers of family violence and the impact on women and children.
- Sound understanding of the theories and frameworks that underpin direct service practice within a specialist family violence in particular, strong understanding of feminist frameworks.
- Experience working in a leadership role in family violence (or related sector) with the ability to provide sound leadership, supervision and guidance to a team of staff and actively lead reflective practice with team members.
- Ability to assess, respond to and develop strategies to mitigate risk from a client, staff and organisational perspective
- Demonstrated ability to provide active leadership and lead by example in an environment of innovation and change, whilst also managing competing demands
- Demonstrated ability to identify, analyse and solve problems.
- Excellent communication skills with experience working effectively and collaboratively with partner organisations

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- 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.
- Ability to demonstrate a high level of emotional intelligence and self-reflection to manage professional challenges.
- Demonstrated competency in use of technology, data and reporting. This includes sound familiarity with Microsoft Office as well as the ability to adapt to new technology and develop/implement systems to ensure timely and accurate data collection and reporting.

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.

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;

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- 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).

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