

POSITION DESCRIPTION

Position	Advanced Family Violence Practice Leader
Location	Eastern Metropolitan Region (Principal Location- Croydon)
Reports to	General Manager Services and Impact
Direct Reports	Nil
Award/ Classification	SCHADS Level 8
Date	November 2021

BACKGROUND

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 is predominantly funded to work with women and children. 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 mostly 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.

Due to the specialist nature of the work, 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. EDVOS actively promotes a safe and inclusive workplace where workers are free from discrimination and are afforded dignity and respect.

EDVOS is a child safe organisation and is committed to promoting and protecting the safety and interests of children. This includes the cultural safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children who identify as LGBTI as well as children with a disability.

EDVOS Vision

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

EDVOS Mission

To take a collaborative and evidence-based approach to supporting those experiencing family violence, whilst also working to prevent family violence before it occurs.

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EDVOS Values

- **Equity:** Prioritising the use of resources to address inequities in our society;
- **Accountability:** Responsible for delivering high quality, evidence based services AND; working to ensure perpetrators of violence are held to account for their actions;
- **Collaboration:** Striving to be a valued partner by working collaboratively with others;
- **Respect:** Concern for human rights as well as the experiences and aspirations of others;
- **Innovation:** Displaying resourcefulness and innovation, focusing on positive and sustainable outcomes;
- **Advocacy:** ‘Actively speaking and behaving in a way that advances human rights’

ORGANISATIONAL ACCOUNTABILITIES (applicable to all employees)

Occupational Health and Safety (OH&S) and Wellbeing	
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:	
<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. 	
Continuous Quality Improvement (CQI)	
<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. 	
Diversity	
<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. 	
Respectful Relationships	
<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 AND CONTEXT

The Advanced Family Violence Practice Leader will play a pivotal role in contributing to The Orange Door leadership consisting of the Hub Manager and other Practice and Team Leaders, to lead the delivery of high quality safe and effective service responses to victim survivors. The role will provide expert practice advice utilising relevant theoretical frameworks, establish systems and procedures to improve service delivery, manage stakeholder relationships to ensure there is an effective integrated practice approach to Orange Door operations and consult and collaborate with other practice leaders to build capability across all staff to work effectively with all clients

About the Support and Safety Hubs (The Orange Door)

A key recommendation of the Royal Commission into Family Violence was to establish Support and Safety Hubs ('Hubs') to operate as an integrated intake and access point for women, children and young people experiencing family violence, and families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported. These Hubs are known as The Orange Door. The Orange Door is strongly focused on perpetrator accountability, working with the system and engaging perpetrators of family violence to hold them accountable for their actions and changing their behaviour. The Orange Door brings specialist practitioners together from a range of services to work within an Integrated Practice Framework. As a partnership, these services work together in an integrated way to provide an accessible, safe and welcoming service that provides quick and simple access to support for:

- Adults, children and young people who are experiencing family violence
- Families who need support with the care and wellbeing of children and young people
- Perpetrators of family violence.

The Orange Door Team

Orange Doors brings together different workforces and practices to create an integrated Orange Door team and a consolidated intake point in each Orange Door 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 is achieved by drawing on the expertise of Community Service Organisations (CSOs), Aboriginal services and Department of Families, Fairness and Housing (DFFH) and bringing together workers from organisations that currently:
 - receive police referrals for women who are victims of family violence
 - receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
 - receive child wellbeing referrals

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- provide the Child FIRST service
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services.

The Orange Door team includes a mix of staff employed by FSV and staff employed by CSOs, Aboriginal services and DFFH. For each launch site the size of the team will vary to reflect the local needs.

POSITION SPECIFIC ACCOUNTABILITIES

1. Leading and supporting family violence practice by:
 - a) Providing specialist secondary case consultation and technical input on complex family violence cases and perpetrator interventions
 - b) Providing specialist family violence expertise to the process of intake and assessment of responses to children's safety and wellbeing.
 - c) Co-working and providing daily specialist family violence support (as requested and required) for team leaders
 - d) Where appropriate, jointly managing a small caseload of complex and/or sensitive family violence cases.
 - e) Working with Orange Door practice leaders, team leaders, and HUB practitioners where appropriate, to identify and resolve practice issues as they arise, especially where there are issues about family violence cases
 - f) Supporting practitioners to understand the tactics of coercion, power and control used by perpetrators of family violence and to apply strategies to hold perpetrators to account
 - g) Operating with autonomy and accountability in supporting specialist family violence practice
2. Prioritising and approving Central information Point (CIP) requests.
3. Prioritising and approving referrals to the Risk Assessment and Management Panel (RAMPS).
4. Leading, mentoring and developing hub practitioners and team leaders in family violence practice by:
 - a) Building capability to deliver specialist family violence responses to victim survivors, children and families and perpetrators, informed by client experience and in line with the Integrated Practice Framework and relevant legislative frameworks (including the Children, youth and Families Act 2005 and Child Wellbeing and Safety Act 2005)
 - b) Supporting practitioners to engage effectively with those accessing services, identify and assess family violence risk, manage risk and prioritise safety and provide effective services
 - c) Ensuring Orange Door practitioners are up to date with any developments in the evidence or practice of family violence risk assessment, risk management and planning and perpetrator interventions

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- d) Providing practitioners with relevant information, resources and tools, to support safe and effective family violence responses as part of an integrated practice approach
 - e) Modelling and supporting culturally safe, inclusive and responsive family violence practice
 - f) Modelling integrated practice approaches and behaviours integral to ethical clinical practice, including accountability and responsibility for decision making
 - g) Supporting professional development of practitioners in partnership with other practice leaders, Family Safety Victoria, CSOs, DFFH, Aboriginal services and other local workforce and training planning initiatives
 - h) Contributing to reflective practice for The Orange Door team in particular in relation to family violence knowledge and expertise.
5. Liaising with and providing specialist or secondary consultation to organisations and services within The Orange Door network in order to discuss direct service issues and ensure ongoing safety of victim survivors.
 6. Working collaboratively with the RAMP coordinators to support multi-agency responses to people referred for RAMP in The Orange Door network.
 7. Supporting system and service improvement by:
 - a) Implementing systems and procedures to guide and improve specialist family violence practice, including risk assessment, risk management and planning
 - b) Working in partnership with the Centre Manager, team leaders, and other CSO Managers where appropriate, to foster high quality service
 - c) Fostering and facilitating family violence practice innovation
 - d) Providing sound judgement and authoritative advice on risks, priorities, practice issues and opportunities for service improvements to The Orange Door team, and where relevant the Hub Manager and/or relevant Orange Door governance groups
 - e) Participating in the monitoring and delivery of projects to respond to local specialist family violence practice needs, ensuring they are delivered in accordance with relevant legislation and government regulations and guidelines.
 8. Building and maintaining positive relationships with key internal and external stakeholders to facilitate a partnership and integrated practice approach.
 9. Managing stakeholders through effective negotiation and influence and harnessing this network to support clients and ensure effective Orange Door operations.
 10. Keep accurate and complete records of your work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.

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11. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures

KEY SELECTION CRITERIA

Knowledge and Skills

1. Works collaboratively to drive cultural change:
 - Has a clear concept of the culture required to achieve integrated practice, and deliver effective, culturally safe and responsive services;
 - designs and delivers innovative practices that enhance integrated practice and promotes quality practice standards;
 - understands how to build and establish effective practice cultures, identifies change required, describes reasons for it and engages people who can deliver the change.
2. Expert knowledge and experience working in specialist family violence social services leadership roles:
 - established expertise and capability to lead and embed specialist family violence practice and perpetrator interventions across a multidisciplinary team;
 - demonstrated experience in applying risk assessment and risk management frameworks in a family violence context;
 - in-depth knowledge of the gendered nature of family violence, the drivers and causes of family violence and feminist, intersectionality and human rights frameworks pertaining to adults and children;
 - knowledge and understanding of child development, attachment and trauma theories;
 - deep understanding of the role of the law and legal system in the context of responding to family violence and vulnerable children and families;
 - knowledge of practice working with women, children, families, victims and perpetrators of family violence;
 - experience working with Victoria's diverse communities.
3. Stakeholder partnerships:
 - identifies issues in common for one or more stakeholders and uses to build mutually beneficial partnerships;
 - identifies and responds to stakeholder's underlying needs;

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- understanding of the stakeholder’s organisational context to ensure outcomes are achieved;
 - find innovative solutions to resolve stakeholder issues.
4. Systems thinking:
- Diagnoses trends, obstacles and opportunities in the internal and external environment;
 - Understands the linkages between natural systems and communities to inform policy;
 - Conceptualises and defines the systems working within the organisation.
5. Self-management:
- Invites feedback on own behaviour and impact;
 - Uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others;
 - Understands strong emotional reactions and seeks ways to more effectively manage them.

Personal Qualities

1. Relationship building:
- Establishes and maintains relationships with people at all levels;
 - Promotes harmony and consensus through diplomatic handling of disagreements;
 - Forges useful partnerships with people across business areas, functions and organisations;
 - Builds trust through consistent actions, values and communication;
2. Initiative and accountability:
- Proactive and self-starting;
 - Seizes opportunities and acts upon them;
 - Takes responsibility for own actions.
3. Drive and commitment:
- Enthusiastic and committed;
 - Demonstrates capacity for sustained effort and hard work;
 - Sets high standards of performance for self and others;
 - Enjoys a vigorous and dynamic work environment.
4. Teamwork:
- Cooperates and works well with others in pursuit of team goals;
 - Collaborates and shares information, shows consideration, concern and respect for others;
 - Accommodates and works well with different working styles of others and encourages resolution of conflict within the group.

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Qualifications

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'*).

Specialist Expertise

- A strong knowledge and understanding of the drivers/causes of family violence and child and family vulnerability, as well as the child and family services and/or broader social services sector and their fundamental practices and theories is required.
- Demonstrated experience in leading family violence practice within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities is required.

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;

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- 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).

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