



Good Shepherd

Australia New Zealand

Position Description

Title	Support and Safety Hub Practitioner
Reports to	Hub Team Leader and Team Leader Good Shepherd Australia New Zealand
Classification	SCHADS level 6
Direct Reports	NA
Last Updated	February 2018

Good Shepherd Australia New Zealand (GSANZ)

The Good Shepherd network works to create just and equal communities where women and girls can live full, safe lives. We have been committed to our mission for nearly 200 years, working strongly for social change. Wherever we are, we strive to team up with people who share our mission, vision and passion for social justice because the need is still great. Women and girls are at the centre of GSANZ's work and mission, with areas of expertise including: safety and resilience, educational pathways and financial security.

Our Safety & Resilience services are delivered across Victoria and New South Wales, and include integrated family services, a range of family violence response services, counselling and case management for children, young people, women and families, support for those who are homeless or at risk of homelessness (including refuge accommodation for women and children who have experienced family violence). Support groups and workshops are offered in community settings to meet the identified needs of vulnerable children, young people, women and families. All of our services are informed by the latest evidence and research and adopt a best practice approach. We are committed to continuous improvement, innovation and delivering measurable outcomes. Our services are strengths based, client-centred and underpinned by our mission and values.

Support and Safety Hubs

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (Hubs) across Victoria to provide a new way for women, children and young people experiencing family violence, and families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services. The Hubs will also focus on perpetrators of family violence, to keep them in view and play a role in holding them accountable for their actions and changing their behaviour.

Hubs will be accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. The Hubs will engage perpetrators and plan interventions to hold them to account.

Given the phased approach to implementing the Hubs and the evolving nature of the design process, certain elements of this service model may change over time. The role and operations of the Hubs will not be static or fixed at one point in time. Just as the practice of the Hubs will be informed by emerging needs and evidence, and firmly embedded with the principle of continuous improvement, the design and implementation of the Hubs will continue to develop and be informed by community needs, co-design, evaluation, and practice learnings. Future development of the service model will continue to be set at the statewide level, informed by local practice and experience.

The Hubs will deliver a fundamental change to the way we work with women, children and families, and men. The role of the Hubs is to provide:

- a more visible contact point so that people know where to go for specialist support
- help for people to identify family violence and child wellbeing issues
- advice based on contemporary risk assessment tools and guidance
- specialist support and tailored advice for victims, families and children, and perpetrators
- connection and coordination of access to support
- a system-wide view of service capacity, client experience and outcomes

The Hubs will support the self-determination of women, children and families, to ensure that the services they receive meet their needs and their goals.

The Hub Team

Hubs will bring together different workforces and practices to create an integrated team and a consolidated intake point in each Hub 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 will be achieved by drawing on the expertise of Community Service Organisations (including GSANZ) and their deep connections with people in local areas, and bringing together workers from organisations that currently:

- receive police referrals for women and children who are victims of family violence
- receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- receive child wellbeing referrals
- provide the (Child FIRST) Intake, assessment and referral service for vulnerable families
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services

Role Purpose

GSANZ practitioners in the Hub will:

1. Deliver screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks.
2. Identify, assess and prioritise risk and needs of women and children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team.
3. Deliver services and support via phone, within the physical hub and outreach at client's home or other sites.
4. Work collaboratively with the Hub team to support integrated risk assessment and planning, including participating in case conferences and meetings.
5. Recognise and identify limits of own expertise and when to seek advice or refer client to specialist Hub practitioners or Practice Leaders to ensure safe practice.
6. Identify when a Central Information Point (CIP) request is required and refer request to the Advanced Family Violence Practice Leader.
7. Submit requests with Hub Team Leader for allocation into core services for clients.
8. Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines.
9. Navigate the broader service system for clients by referring clients to services and providing clients with information and support.
10. 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.
11. Participate in training and development activities designed to build capabilities to work effectively in the Hub environment.
12. Share integrated service approaches and learnings with members of the Hub team and within GSANZ.
13. Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Hub service model.
14. Participate in formal supervision and performance development and management.

Essential Skills and Qualifications

- Appropriate degree level qualification in Social Work, Psychology, or a related discipline is essential
- Demonstrated capability to work in a multidisciplinary co-located service delivery model
- Experience working in the family violence or integrated family services sector
- Demonstrated experience to carry out intake, comprehensive risk and needs assessments for women, children, vulnerable families and perpetrators of family violence and respond appropriately
- Demonstrated experience working with women and children presenting with complex needs and behaviours (e.g. trauma, substance abuse, mental health, parenting issues, disability) and/or from CALD, LGBTIQ or indigenous backgrounds
- Demonstrated knowledge of the impacts of family violence, child abuse and neglect, and a capacity to apply appropriate theoretical frameworks to practice
- Capability and willingness to engage with and respond to the complex needs of perpetrators of family violence
- Demonstrated ability to adapt to change, and embrace new and emerging approaches which are developed in response to the Royal Commission into Family Violence Recommendations
- Demonstrated experience preparing written reports, maintaining records, including case notes and data base reporting which complies with DHHS service standards and Support and Safety Hub policies and procedures
- Demonstrated success working as part of an effective and productive team, along with the ability to be self-directed
- Demonstrated ability to apply a flexible approach to service delivery including outreach
- A commitment to Child Safe Standards
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Full Australian Drivers Licence

Desirable Skills, Qualifications and Attributes

- Demonstrated knowledge and understanding of the diverse range of referral and support options available to women and children who have experienced family violence, vulnerable families presenting with complex needs and perpetrators of family violence within the Bayside Peninsula region
- Demonstrated knowledge of the Best Interest Principles and the ability to undertake Best Interest Assessments of children
- Knowledge of cultural safety requirements and ability to develop cultural safety action plans with clients when required
- Demonstrated knowledge or experience within Integrated Family Services, Men's Referral Services, Women and Children's Family Violence Services, DHHS Child Protection and Aboriginal Community Service Organisations
- Ability to positively contribute to consultation processes, communities of practice, reflective practice and continuous improvement processes

Responsibilities

Strategy

- Deliver service in line with Hub team operational plan and GSANZ's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development

- Take responsibility for own wellbeing
- Contribute to development of a high performance team through demonstration of skills outlined in GSANZ 's capability framework

Clients

- Deliver best practice service to clients in line with Integrated Practice Framework
- Seek feedback from clients in order to reflect and improve on own practice
- Maintain a client centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with Department of Health and Human Services Standards, Family Safety Victoria Support and Safety Hub Operational Guidelines, Integrated Practice Framework, GSANZ and program policies and procedures
- Apply a coordinated multi-disciplinary approach to triage, intake, assessment and response functions
- Maintain accurate data, information and reporting at all times
- Conduct comprehensive risk assessments (CRAF) and needs assessments of women and their children utilising systems and trauma informed frameworks, and respond appropriately within an outcome based framework
- Participate in working groups, team and networking meetings and reflective practice
- Provide secondary consultations to internal and external stakeholders as required
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and departments

Compliance

- Maintain client files, case notes and data in accordance with DHHS and GSANZ standards
- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Leadership Capabilities

- Active Listening- concentrate on, understand and appropriately respond, to what is being said
- Communication - effectively adapt communication modes and styles to different audiences and mediums
- Team Relationships - recognise, value and optimise the individual skills and abilities of each team member
- Problem Solving and counselling - work with others effectively to solve problems and develop capability
- Participative decision making - maintain clients at the centre of decision making and involve others for ownership and commitment
- Team development - development of strategies to address gaps and optimise team function
- Objective setting - development of team and individual goals consistent with strategic and operational plan
- Quality Standards - commitment to quality standards, processes and continuous improvement

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Reconciliation

- We understand the past, respect our place in history and move forward in the spirit of healing and partnership
- We use our capability to build knowledge and skills in the community and with individuals
- We use a coaching approach to facilitate growth, skill building and development
- We pro-actively seek opportunities to draw on the wisdom and expertise of others in order to support those we work with appropriately

Value of each person

- Our relationships are based on empathy, respect and compassion that sees, and seeks out, the good of each person
- We participate actively, courteously and enthusiastically as part of a team
- We work collaboratively to deliver valued outcomes for every individual
- We adopt appropriate systems and practices to support outcomes that are important to people
- We recognise the strengths, skills and contribution of each person in order to achieve our mission

Justice

- We challenge structures and behaviours that perpetuate disadvantage so that we bring about positive change
- We listen first in order to understand
- We use our resources efficiently and effectively to sustain and grow our services
- We have constructive conversations about performance, recognise excellence and hold each other accountable for our values based behaviours
- We make informed decisions and communicate early, honestly and transparently

Zeal

- Our commitment is wholehearted
- We embrace opportunities to increase our positive impact and influence
- We reflect and adapt our practice to ensure currency and relevance
- We see change as an opportunity and positively champion new ways of being and doing
- We stretch ourselves individually and collectively to overcome barriers and setbacks

Audacity

- We think reflectively and take bold action to follow new paths for the mission
- We look for innovation and learn from mistakes as a path to knowledge
- We make brave decisions while we are prudent and carefully assess risks and alignment to mission
- We embrace debate to ensure sound decision making
- We stand by our decisions as a team and as individuals.