



Title	Family Violence Senior Practitioner - Alexis Response Model
Reports to	Manager Family Violence
Classification	SCHADS Level 6
Direct Reports	Nil
Tenure	30/6/19
Last Updated	November 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 (including Child FIRST), 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.

Role Purpose

The Alexis Family Violence Response Model provides an inter-agency, cross sectorial, coordinated response to high risk and recidivist family violence incidences in three projects across the Moorabbin/Prahran/Frankston/Mornington Peninsula Catchment Areas. The project aims to increase the safety of women and children by reducing the incidences of repeat victimisation and perpetration of family violence in the Victoria Police Southern Metropolitan Region.

The Family Violence Senior Practitioner will be embedded within Victoria Police's Family Violence Crime Investigation Unit located at Somerville Police Complex four days per week. One day per week will be spent at Good Shepherd Australia New Zealand, Hastings office.

This position will provide a specialist response to repeat and chronic issues of family violence, as identified through police L17s from within police Division 4 or identified by the Family Violence Crime Investigation Unit. The Senior Practitioner will have an understanding of compounding issues and complexities of family violence including mental health, drug and alcohol, identification of child abuse and/or neglect, housing insecurity etc. and will understand the referral pathways into appropriate services. The role involves adopting a holistic approach to addressing family violence, including engaging with perpetrators where necessary in order to facilitate their linkage to services to address their behaviours.

Due to the nature of this role, there will be a requirement to work flexible hours as required.

Undertaking a National Police Records Check and Working with Children's Check is a mandatory requirement for this position.

The position is located within the Victoria Police Somerville Police Complex, the candidate will be required to undergo security checks which will include fingerprinting. A current Victorian driver's license is essential.

Good Shepherd Australia New Zealand are the provider of After Hours Crisis Responses (face to face) within the Bayside Peninsula Region and staff are required to participate in the After Hours on-Call roster to contribute to this initiative, an allowance is paid for on-call and overtime is paid for re-call.

Essential Skills and Characteristics

- A degree level qualification in Social Work, Psychology, or a related discipline is essential as well as significant experience in direct family violence case management
- Demonstrated understanding of family violence principles including risk assessment and safety planning, including the ability to assess and respond to the risk and impact of family violence, neglect and abuse of child victim survivors
- Demonstrated ability to pro-actively engage victim survivors of family violence who have barriers to engaging with, and/or are reluctant to engage with support services
- Demonstrated professional work ethic with proven ability to be reliable, punctual and flexible
- Demonstrated willingness to engage with perpetrators of family violence and ability to identify contributing factors and knowledge of referral pathways of support for perpetrators
- Demonstrated experience in managing complex presentations, case planning and development including the provision of crisis responses
- Ability to keep accurate, contemporaneous records, file notes and electronic records in accordance with Good Shepherd policy and DHHS standards
- Ability to build positive and effective relationships with key stakeholders, organize and convene a monthly 'Alexis' multi-disciplinary meeting
- Demonstrated capacity to work effectively within a multi-disciplinary team and to adapt to dynamic sector reforms
- Demonstrated ability to manage time and competing priorities, to take initiative, exercise sound professional judgment and to work independently

Responsibilities

Strategy

- Deliver service in line with 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
- Contribute to development of a high performance team through demonstration of capabilities outlined in GSANZ's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Engage with clients (including all family members) accessing the service
- Participate in service and sector development and work collaboratively to achieve positive outcomes for clients
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client centred approach to service delivery at all times

Service Delivery and Operations

- Co-review and Co-triage family violence incidences in Division4 (in accordance with protocols) alongside Victoria Police's Family Violence Crime Investigation Unit members

- Deliver all services in line with service standards and program procedures
- Maintain accurate, up to date records, data collection and reporting in accordance with funding and organisational requirements
- Provide monthly data reports to Manager, Family Violence
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise with and refer to other organisations within the catchment, including Child Protection.
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSA NZ team members and departments

Compliance

- Demonstrate behaviour consistent with GSA NZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

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.