



Good Shepherd

Australia New Zealand

Position Description

Title	Casual Family Violence After Hours Crisis Response Worker
Reports to	Team Leader Family Violence Services
Direct Reports	N/A
Last Updated	July 2019

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and to support our communities to thrive.

Role Purpose

The Casual Family Violence After Hours Response Worker is an integral member of the family violence team and delivers high quality face to face crisis responses to women and her children who are experiencing family violence across the Bayside Peninsula Region. The responses will be to locations within the region and may include motels, police stations, hospitals.

The role contributes extensive knowledge and understanding of family violence to crisis responses delivering valued services and outcomes during evenings, weekends and public holidays on an individually negotiated basis and in response to service needs.

Utilising the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM) this role will conduct a comprehensive risk and needs assessment of women and children through trauma informed, systems and developmental frameworks and provide safety planning, material aid and emotional support bringing about outcomes which promote safety and service access for immediate needs.

The Casual Family Violence After Hours Response Worker will work in partnership with a Primary Family Violence Case Manager in delivering the response and share the reporting and administrative requirements.

Qualifications, Experience and Mandatory Requirements

- Formal qualifications in Social Work, Psychology or related tertiary discipline
- Experience working in the family violence sector is highly desirable
- Experience working within a crisis response model will be highly regarded
- Experience working with cohorts of the community who experience multiple forms of discrimination and disadvantage (e.g. Aboriginal and Torres Strait Islander communities; people from culturally and linguistically diverse communities; people with disability; people from LGBTI communities).
- Demonstrated experience assessing risk, needs and protective factors of women and children, safety planning to reduce risk
- Demonstrated therapeutic skills and the ability to apply a trauma framework to the various presentations of women and children experiencing trauma
- 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 or indigenous backgrounds in motel settings
- Demonstrated knowledge of the impacts of family violence and the capacity to apply appropriate theoretical frameworks to practice
- Demonstrated experience in maintaining records, including case notes and data base reporting
- Demonstrated success working as part of an effective and productive team, along with the ability to be self-directed
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Full Australian Drivers License and access to a reliable and comprehensively insured motor vehicle for which mileage will be reimbursed

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
- 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

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- 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

- Demonstrate behaviour consistent with GSANZ 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
- Value of each person
- Justice
- Zeal
- Audacity