



Position Description

Position: Family Violence Support Worker
Program: Family Advocacy and Support Service
Reports to: WRISC Program Manager, Victoria Legal Aid
Hours: 0.3
Classification: as per SCHCADS Award

OUR VISION

Safety, equality
and opportunity
for all people

OUR MISSION

To promote respectful relationships
through services which enhance the
safety, autonomy and wellbeing of all
women and children

OUR VALUES

The organization works from a
feminist perspective and
values: Innovation, Integrity,
Respect and Trust

TURNING POINT: our collective spirit

RESPECTIVE SUPPORTIVE INCLUSIVE CULTURALLY SAFE STIMULATING FLEXIBLE

More of: Directness, Forgiveness, Trust, Tolerance, Acceptance

Less of: Negativity, Taking things personally, Assumptions, Undermining

BUILDING BETTER ORGANISATIONS

MAKING OUR CULTURE VISIBLE

The four pillars: Empathy, Clarity, Engagement and Learning

Understanding and use of all processes and tools relating to the BBO Quality Improvement Project

Participating in the BBO processes to ensure client needs are met with a healthy and sustainable workforce.

Position Context:

WRISC Family Violence Support Inc. is a not-for-profit organisation funded in the main by the Department of Families, Fairness and Health. WRISC provides a range of services for women and children living in or escaping from situations of family violence. Services include information, referral, advocacy, support, women's and children's support groups and children's counselling. The WRISC office is located in Ballarat and services are offered across the Central Highlands region of Victoria including the shires of Ballarat, Hepburn, Moorabool, Pyrenees and Golden Plains. Services are provided on an outreach basis (including outreach offices and home visits) and at the WRISC office. WRISC is a member of the Central Highlands Integrated Family Violence Committee and our services are delivered within an integrated service system working closely with police, courts and other agencies. WRISC is an inclusive employer and welcomes applications from people of diverse backgrounds who identify as women.

Position Background:

Family Advocacy and Support Service (FASS) was established in 2017 as an integrated duty lawyer and family violence support service in family law court registries around Australia, with funding from the Commonwealth Government.

FASS operates out of the Federal Circuit and Family Court of Australia (FCFCOA), which has permanent registries in Melbourne and Dandenong that operate year-round (save for designated holiday periods) and circuit locations in Geelong, Warrnambool, Ballarat, Bendigo, Shepparton, Mildura and Morwell which

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operate on a part-time basis while the court is 'on circuit'. Historically, the court sits in circuit locations for around a week at a time, 3-5 times per year.

The (FASS) Family Violence Support Worker role has been developed in conjunction with Victoria Legal Aid (VLA), and the Federal Circuit and Family Court of Australia, to support women and gender diverse people, both victims and alleged perpetrators, who are involved in FCFCOA matters and who are experiencing family violence. Support services have been allocated according to FCFCOA designated Zones; this role is part of Zone 2 and is specific to the Ballarat region. This role will be one of several in the FASS Zone 2 services and will liaise with a specialist team led by VLA.

*This role not intended as a 'stand-alone' position and is to be incorporated into the role of an existing staff member.

Position Objectives:

- Work closely and co-operatively with the Federal Circuit and Family Court of Australia and court staff to support the safety of service users and their children affected by family violence.
- Respond to referrals to the FASS program Intake point requiring family violence support.
- Liaise with Victoria Legal Aid as directed.
- Liaise with FASS Working Group.
- Assists female and gender diverse clients. The Family Violence Support Workers will receive referrals from the Information Referral Officer (IRO) or from other FASS team members where a client requires family violence support. They will provide non-collusive assistance, including risk assessment and referrals, that promotes the safety of FASS clients and their children and perpetrator accountability.
- Work co-operatively with all stakeholders to support the safe, effective and efficient resolution of matters
- To engage victims and perpetrators of family violence at an earlier stage.
- Work with WRISC leadership and staff to ensure WRISC role is fully supported and minimises impact on existing work responsibilities.

MAIN DUTIES AND RESPONSIBILITIES

1. Service Delivery

- Receive referrals from the Information Referral Officer or from other FASS team members where a client requires family violence support.
- Provide non-collusive assistance, that promotes the safety of FASS clients and their children and perpetrator accountability.
- Provided non-legal support to the client while at the Court and /or during the Court process.
- Conduct risk assessment.
- Conduct referrals.
- Where the court is sitting in-person, FASS services will be provided in-person.
- Where the court is sitting remotely, FASS services will be provided remotely.

- Participate in inductions, trainings, workshops and other professional development activities as directed by Victoria Legal Aid.
- Record service delivery data in an Excel data template provided by the FASS Project Coordinator. Family violence support workers will have their own template which includes client demographic information, details about the level of assistance provided and information about referrals made.
- Ensure client and service delivery data is collated, stored and transmitted securely in accordance with your organisation's privacy and data security protocols.
- Submit a FASS Performance Report to the FASS project coordinator every six months, in accordance with the signed Service Agreement.
- Provision of the six-monthly Performance Reports will involve:
 - Completing the FASS performance report template
 - Two de-identified case studies
 - Raw client data provided in the relevant Excel template
- VLA may also request other information about FASS services or clients on an ad hoc basis.
- Participate in regular Working Group meetings to share experiences and insights about the establishment and operation of FASS, as well as program updates and information.
- Liaise regularly with WRISC Program Manager and Program Team Leader to ensure other work responsibilities are appropriately managed.

KEY SELECTION CRITERIA

Essential

1. High level of knowledge of the causes and context of family violence (theory), its impact on women and children; and skills to respond (practice) to address same.
2. Highly developed understanding of the operations and protocols of the Court system and experience in supporting family violence clients in the Court system
3. Demonstrated ability to use initiative and judgement to provide quality client services within a case management and risk assessment framework.
4. Demonstrated ability to provide culturally sensitive practice, inclusive of the needs and context of Aboriginal and CALD communities and other vulnerable groups.
5. High level of interpersonal skills to work respectfully, autonomously and effectively within a team and in collaboration with other professionals and organisations.
6. Highly developed and demonstrated administrative and report writing skills to create proficiency in the Microsoft Office Suite.
7. Considerable experience in the development of effective and collaborative working relationships with other agencies in a service network.

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Conditions of Employment

- Employment is subject to a three month probationary period.
- Terms and conditions of employment are based on the Social, Community, Home Care and Disability Service Industry Award 2010.

Description of Work Activities /Environment

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographical and office locations, including working from home, and the Courts).	Regular
	Work office hours with the possibility of extended hours.	Occasionally
	Work in an open plan or shared office space.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Interact with clients, staff and members of the public from diverse cultures, languages, sexualities, and disabilities.	Regular
	Participate in team development/building activities.	Regular
	Fluorescent lighting.	Regular
Manual Handling	Undertake minimal manual handling such as lifting of equipment which would be of varying weight and size (eg child car seats, books and resources).	Occasionally
Administrative tasks	Computer work, filing, writing reports, case notes/plans and client records, participate in meetings, concentrating for long periods of time, managing resources and budgets and researching and analysing information and data.	Daily
Technology	Use technology including photocopier, telephones, mobiles, fax, laptop, projectors, televisions, video, electronic whiteboards, security and duress alarm systems.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasionally
	Use public transport including trains, buses, trams and taxis.	Occasionally

WRISC Family Violence Support Inc. employs only women as permitted under S.28 of the Equal Opportunity Act 2010.



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Full name: _____
PRINT

Signature: _____

Date: _____

Line Manager: _____
PRINT

Signature: _____

Date: _____

Return a copy to the Business Manager