



Position description

March 2023

Specialist Family Violence Practitioner – Rapid Response/After Hours

Social Community, Home Care and Disability Services Industry Award – LEVEL 5
Permanent, Full Time

VALUES



PURPOSE

We find new ways to ensure people experiencing family violence and housing insecurity have access to immediate support and assistance on their path to recovery

VISION

For people experiencing family violence and housing insecurity to be able to access support and live safe and fulfilling lives

STRATEGIC IMPACT PRIORITIES

- 1 INCREASE ACCESS TO HOUSING**
Increase access to appropriate and sustainable housing for Wayss clients
 - Identify investment opportunities that will increase Wayss access to housing
 - Develop pathways for Wayss clients to access longer term, safe and sustainable housing
- 2 INCREASE ACCESS TO WAYSS SERVICES**
Ensure our services are accessible and appropriate for our diverse community
 - Develop our service design and delivery in direct response to consultation with people with lived experience of family violence and homelessness
 - Build deeper relationships and meaningful partnerships with key community groups in our region
- 3 INNOVATE AND INFLUENCE FOR CHANGE**
Focus on new and tailored service responses that build an evidence base for systemic change
 - Invest in service delivery innovation
 - Engage philanthropic and corporate supporters in our innovation projects
 - Establish Wayss as a strategic thought leader able to influence and create change

TARGET OUTCOMES

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| <p>FOR CLIENTS:</p> <ul style="list-style-type: none"> • Immediate safety • Safe and appropriate accommodation • Connection to other supports needed for recovery | <p>FOR WAYSS:</p> <ul style="list-style-type: none"> • Contribute to a system that better meets the needs of service users |
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WHAT WE DO

Wayss is the largest provider of homelessness, housing and family violence services in the South East Melbourne area. We exist so people can live a life free from family violence and have access to safe, sustainable and affordable housing. Our vision is to be the major provider of social housing services and leading edge client support programs in the Southern Melbourne Metropolitan region.

We deliver funded services and programs across the South East of Melbourne including the local government areas of Greater Dandenong, Frankston, Casey and Cardinia.

Wayss Family Violence program delivers a range of services in response to women and children experiencing or escaping family violence. They include:

- Family Violence Refuge
- Rapid Response, including after-hours support
- Crisis intake
- Risk Assessment and Safety Planning
- Case Management
- RAMP
- Family Violence Housing Pathways
- Therapeutic children's work
- Family Advocacy and Support Services (FASS), based at Family Court
- Family Violence/Child Protection Partnership
- The Orange Door, Southern Melbourne area

HOW YOU DO IT

Reporting to the Team Leader Rapid Response, the Practitioner provides vital face to face response and phone support for women and families who are leaving or have recently left their home due to family violence, providing short term interventions that support and assist during an immediate period of crisis. Rapid Response also provide an immediate interim response and manage the Active Hold list. Rapid Response is delivered via a mix of permanent or rostered shifts which include outreach, office based and on call arrangements. Practitioners work a mix of daytime, evening and weekend shifts. Working as part of a team the position responds to requests primarily from Safe Steps, Victoria Police, The Orange Door, hospitals, SECASA and internally from other Wayss programs.

Duties include:

- Assessing the immediate situation, safety risk and support needs of women and accompanying children using the Multi-Agency Risk Assessment and Management Framework (MARAM)
- Facilitating comprehensive safety planning with clients
- Providing assistance with accessing crisis accommodation in the Southern Melbourne area
- Providing a short term crisis response to women and children that includes:
 - emotional support

- providing replacement mobile phones and material aid as required
 - referral to appropriate support agencies and organisations
 - assessment of housing and social support needs
 - follow up support the next day
 - advocacy and liaison with The Orange Door and Safe Steps as required
- Providing advocacy and support activities such as:
 - Culturally appropriate support for clients facing specific barriers
 - Promoting the rights, responsibilities and dignity of clients
- Other reasonable duties as requested.

At times, the role may be required to support other functions of Wayss Specialist Family Violence Teams.

ABOUT YOU

You will have:

- Relevant tertiary qualification(s) in social work, or a related discipline. (Compliant with Family Violence Minimum Qualifications (Rec 209) or willingness to work towards gaining those qualifications.
- Relevant experience working in the community services sector in family violence services
- Demonstrated experience and capability in:
 - Responding to requests for services.
 - Facilitating a family violence risk assessment using MARAM
 - Safety planning.
 - Short term case management.
 - Providing advocacy and support.
 - Working autonomously and under limited direction.
- Demonstrated ability to contribute to improving service delivery and practice that support better outcomes for clients who have experienced family violence
- Highly developed interpersonal and problem-solving skills to effectively respond to women and accompanying children in crisis
- The ability to work collaboratively and build strong, authentic and supportive working relationships
- Computer skills, including a working knowledge of Microsoft Office.

This role requires a current Driver's Licence and valid Working With Children Check Card. The candidate will need to have successfully completed Wayss pre-employment screening, a police check and provide evidence of full Covid-19 vaccination compliance.

Family Violence Minimum Mandatory Qualifications under Recommendation 209

As per the minimum mandatory qualification's requirements set by the Victorian Government (refer to <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 meet one of the following requirements:

1. are considered EXEMPT under the policy;
2. hold a Bachelor of Social Work or other equivalent qualification;

3. have a minimum 5 years relevant professional experience;
4. have a related qualification as per the mandatory minimum qualification requirements;
5. 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). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact Wayss Human Resources to discuss this further.

WHAT IS IMPORTANT TO WAYSS MUST BE IMPORTANT TO YOU

- At Wayss, we embrace a culture of diversity and inclusion within our workforce and approach to service delivery. We are responsive to the needs of Aboriginal and Torres Strait Islander people, people from LGBTIQ and culturally and linguistically diverse communities, people living with a disability and people of all ages. Wayss is proud to be Rainbow Tick Accredited and welcomes everyone across the LGBTIQ community.
- Wayss is committed to being a child safe organisation. Wayss has a zero tolerance of any abuse or maltreatment of children and young people. Every person who is part of the organisation must treat the rights, interests and safety of children and young people as paramount.
- Wayss values the voices of our clients. We recognise that we deliver higher quality and safer services when we hear from people with lived experience. We are committed to providing opportunities for clients to participate and provide feedback on our service design and delivery.
- Wayss aligns with the MARAM framework and ensures our services are effectively identifying, assessing and managing family violence risk.
- Wayss is committed to the health, safety, and wellbeing of its staff. Wayss and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy, and trade practice. Wayss also expects staff to comply with its policies and procedures, which relate to statutory requirements and our ways of working. Appointees are accountable for completing training on these matters and ensuring their knowledge, and the knowledge of their staff is up to date.

