



# Position description

March 2023

## Specialist Family Violence Practitioner – Refuge

Social, Community, Home Care and Disability Services Industry Award – Level 5  
Ongoing, Full time

### VALUES

**RESPECT**

**COMPASSION**

**KINDNESS**

### 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

#### FOR CLIENTS:

- Immediate safety
- Safe and appropriate accommodation
- Connection to other supports needed for recovery

#### FOR WAYSS:

- Contribute to a system that better meets the needs of service users

## WHAT WE DO

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Wayss is the largest provider of family violence, homelessness and housing 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 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 (SWISS)
- Rapid Response, including after- hours support
- Case Management
- Crisis Intake
- RAMP
- Personal Safety Initiative
- 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

This position is based at SWISS, a purpose-built family violence crisis refuge that provides safe accommodation, intensive case management and practical, emotional and therapeutic support for people who identify as female and accompanying children and young people.

## HOW YOU DO IT

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Reporting to the Team Leader Therapeutic Interventions-Refuge, the position works collaboratively as part of an integrated team to provide quality intensive case management for all resident family members, that includes developing and facilitating tailored therapeutic plans and activities for accompanying children and young people. The Practitioner works with an allocated group of households at refuge and is the key point of contact and engagement for those women and their children and young people. Working within a specialist family violence discipline the Practitioner provides households with intensive and therapeutic support with a focus on risk assessment and safety.

Duties include:

- Identifying, assessing and prioritising the immediate situation, safety risk and support needs of client households using the MARAM Risk Assessment tool.
- Engaging with allocated client households to develop and maintain an updated safety plan.
- Developing and facilitating an intensive and therapeutically focused case plan with every member of the household.

- Facilitating the tailored plans of children and young people, using secondary consultation with children's specialists to assist.
- Providing best practice and culturally appropriate case management support.
- Working collaboratively with SWISS Program Support Workers, onsite specialists and external providers to support the immediate needs of women and accompanying children and young people, including participating in case conferences and meetings.
- Facilitating access to brokerage on behalf of clients.
- Recording client information and case notes accurately on SHIP.
- Participating in training and development, formal supervision and performance development as per Wayss policies and procedures.
- Providing case management and other support to Family Violence clients not residing at SWISS on an as required basis, as part of an overall team response.
- Ensuring the health and safety of self and others in the workplace by working in accordance with legislative requirements and Wayss policies and procedures.

## 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 a willingness to work towards gaining those qualifications)
- Demonstrated contemporary practice knowledge and experience of:
  - family violence case management with the ability to prepare and facilitate therapeutic plans for children and young people
  - safety planning; advocacy; consultation; case noting and facilitating intake and referrals
  - the family violence service system and reforms
- Experience working with women and their children with complex needs and risk issues within the community services sector.
- Demonstrated ability to identify, assess and prioritise the risk and needs of clients including the use of the MARAM tool.
- Resilience to work with and support clients who have been exposed to trauma.
- The ability to work collaboratively and as a team, building strong, authentic and supportive working relationships.
- The ability to recognise and identify limits of own expertise and to seek advice or refer clients to other specialists.
- A commitment to best practice and work towards the best possible outcomes
- Excellent computer skills, including a working knowledge of Microsoft Office.

This role requires a current Driver's Licence and valid 'Employment' category - Working with Children Check clearance. 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 People Enablement team 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 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.
- Wayss aligns with the MARAM framework and ensures our services are effectively identifying, assessing and managing family violence risk.

