

Child & Family Practitioner

Domestic Violence Prevention

Position

This position is within Child & Family. It is part of various child and family services teams.

This position reports to the Team Leader

Reporting line may vary depending on location and service size

This position does not have any direct reports This position may have direct reports, positions vary

This position has the following direct reports:

This position is designated Band 7 under the *Schedule of Authorities and Delegations*

This position is a budget holder This position has designated revenue targets

This position is an Aboriginal & Torres Strait Islander identified position

This position does require a working with children related clearance

Purpose

The purpose of this position is to support women to build safe, independent lives free from domestic violence, increasing the housing stability and safety of women and their children through case management, advocacy and Court support.

Focus

To achieve this purpose, the position holder would typically:

- Work with a range of designated clients to provide support including safety planning, improving home security, advocacy for housing stability assistance in managing finances, and referrals for children and young people to access wrap around services. The number of clients will depend on complexity and nature of service.
- Engage clients using appropriate assessment and risk minimisation processes.
- Work with clients to undertake comprehensive assessments to develop, implement, monitor and review their client plan and outcomes that identify strengths as well as areas of risk, ensuring clients are actively engaged in the process.
- Ensure client plans are shared openly with clients, and where applicable, other agencies.
- Coordinate with other service providers including government departments and agencies, notably women's domestic violence court advocacy services, police, Centrelink and housing services.
- Assist clients to engage with wrap around services directly, as appropriate.
- Attend review meetings, case conferences, worker meetings and consultation meetings and ensure appropriate documentation is kept.
- Support the team to provide a better service to our clients and understand their complex needs through coaching, information sharing and informal learning.
- Coach, advise and provide on the job support to Child & Family Practitioners, Counsellors and Support Workers to better understand and apply strengths based frameworks as related to domestic violence prevention
- Depending on the requirements of the service, may be required to plan, develop and facilitate or co-facilitate groups and workshops relating to the service.
- Document and create reports on client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way.
- Advise the Team Leader of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible.

- Make child protection reports to the community services helpline when assessed as necessary, in consultation with the Team Leader or Manager.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.

When things are going well we would expect to see these outcomes:

- Outcomes**
- The way we work with clients is effective and appropriate interventions aligned to a strengths based framework are utilised
 - The way we work with clients is planned, coordinated, and well documented
 - The most effective outcome for the client is identified
 - Clients indicate they are satisfied with their service
 - Improved outcomes for clients and their children are identified as an outcome of service delivery

We work collaboratively with others, however this position works close closely with:

- Relationships**
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| <p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> • Support workers • Other Child & Family Practitioners • Counsellors • Manager, Practice Support • Managers | <p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> • Clients and the community • Other service providers and agencies, courts and police • Wrap around services such as schools, allied health |
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To achieve the position purpose and outcomes the position holder will need to have:

- Individual**
- Degree qualified in social work, psychology or similar
 - At least 12 months case management experience working with women, children and/or families experiencing domestic violence
 - Excellent understanding of child protection issues and client vulnerabilities such as drug and alcohol use, domestic violence, mental health issues, and the impact of trauma
 - Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities
 - Good written and verbal communication skills
 - Good relationship building skills with the ability to create strong working relationships with different stakeholders

This position may require some flexibility in terms of travel or hours of work:

- Travel**
- Overnight travel/stays may be required
 - Some weekend work may be required
 - Some evening work may be required
 - Travel between office locations/regions may be required
 - Travel to clients (varied locations) may be required
 - Use of own registered, insured motor vehicle for business purposes may be required
 - Use of TBS pool cars may be required
- All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context

Those with knowledge of this position say the things that might make your day are:

- Being able to positively influence a client's future
- Being able to advocate for the needs of women
- Working with the team to get a comprehensive view and reach better outcomes
- Reflecting on positive feedback when suggestions have been helpful

Those with knowledge of this position say some key challenges you might experience are:

- Potentially serious consequences of decision making and its impact on women
- Ensuring self care to prevent burn out
- Managing competing priorities and needs of stakeholders
- Home visiting when there are risk associated with the visit and ensuring strategies are in place to ensure safety

Approvals

Approver Director, Human Resources Date: 29 November 2016 Position Code: CFS012

Review history V1.0 Release

Advertising Domestic violence prevention worker, community services, case manager, case work, social work/er, child protection, staying home leaving violence worker

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.