

# Wyndham Community and Education Centre Inc.

## Job Description

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### Settlement Family Violence Officer Job Description

#### General Information

Incumbent:	
Classification:	Social, Community, Home Care and Disability Services Industry Award – Level 4.1
Reports to:	Community Strengthening Manager
Hours:	30.4 hours per week
Core hours:	9:00am – 5:06pm (days to be negotiated)
Duration:	Subject to funding

#### Position objective

The Settlement Family Violence Worker is to provide family violence information, risk assessment, safety planning and referral to SETS eligible clients within the western Melbourne region. This involves direct intake assessment and referral, projects and programs aimed at preventing family violence in emerging communities, and the delivery of information sessions to assist recently arrived refugees and eligible migrants to access specialist family violence services in Australia. Under guidance from the Settlement Services Coordinator, the Settlement Family Violence Worker will develop and maintain close and cooperative working relationships with local service providers and networks.

The Settlement Family Violence Worker is to contribute to the effective implementation of the work program objectives as stipulated under the Settlement Services agreement between the Wyndham Community and Education Centre Inc. (Wyndham CEC) and the Department of Home Affairs (DHA) in accordance with the Centre's policies and procedures.

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### **Duties & responsibilities**

#### ***1. Client Services***

- 1.1 Provide support to individuals and families, including: intake, risk assessment, safety planning
- 1.2 Deliver preventative information on family violence, and specialist family violence services to newly arrived clients, their families and their community.
- 1.3 Provide advocacy, interpreting and other supports as required.
- 1.4 Make appropriate referrals to specialist family violence services and any other mainstream service providers as required.
- 1.5 Distribute relevant resource kits and publications to the target group community to assist them in orienting themselves with the local area and connecting them to specialist and mainstream services available.
- 1.6 Report all critical incidents within 48 hours of becoming aware that a critical incident has occurred.
- 1.7 Accurately maintain files for each client.
- 1.8 Accurately record all family violence case management activities on the DHA Data Exchange reporting system in a timely manner, and meet the scoring and satisfaction survey KPI's.

#### ***2 Team Support***

- 2.1 Support settlement case workers by co-case managing SETS clients when the risk of family violence has been identified.
- 2.2 Deliver information and training on family violence assessment, safety plans, and about specialist family violence services in the region.
- 2.3 Actively participate in relevant network's and programs to identify, advocate and strategize solutions to the risk of family violence affecting the SETS eligible communities.
- 2.4 Attend meetings of the WHN Leaders or working groups, as required.
- 2.5 Actively promote the activities of the WHN, HBISN and other relevant networks and forums.
- 2.6 Maintain a record of programs, achievements and activities for provision to DHA as required.

### **Key Selection Criteria**

The person for this position will:

- Demonstrated experience of working in the family violence sector
- Have well developed communication skills, computer skills and report writing skills
- Demonstrated experience developing and delivering information sessions and or training programs to a range of cohorts, including multi-cultural
- Be able to operate within the vision and values of the Wyndham CEC

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- Be able to work in a team oriented environment alongside both paid and volunteer workers, as well as work independently
- Have a commitment to personal and community development and empowerment.

### Qualifications and Experience

#### Mandatory

- A relevant qualification in Community services/Social Work / or equivalent experience
- Current Working with Children Check and National Police Check
- Current Victorian Driver's Licence

#### Desirable

- Experience in working in the family violence sector through a multicultural lens.
- Certificate IV in Training & Assessment (TAE40116) or equivalent
- OH&S Certificate???

#### **Important notes**

Maintain confidentiality of clients, staff & office operations and support staff & students with any identified needs.

Promote the objectives of the Wyndham Community and Education Centre Inc. as stated in its Constitution and Vision & Mission statements.

Have a strong understanding of Occupational Health and Safety requirements and ensure work practices reflect this.

Have a strong understanding of child safe standards, MARAM and family violence reforms.