

Position Description – Support and Safety Hub Practitioner

Controlled Document**POSITION TITLE:** Support and Safety Hub Practitioner**HOURS OF EMPLOYMENT:** 76 hours per fortnight.**AWARD CLASSIFICATION:** Social and Community Services Employee 6 (Social, Community, Home Care and Disability Services Industry Award 2010)**ACCOUNTABILITY:** This position reports directly to the Hub Team Leader.
The position will also receive support and guidance from the Hub Practice Leaders.**POSITION OBJECTIVES:** To provide information and assessment through telephone and face-to-face support to women, women with children and vulnerable families who present or are referred to the Support & Safety Hub.

To work as part of a multidisciplinary team of practitioners to deliver high quality, safe and effective responses to Victorian women, children and families seeking support and safety through the Hub.

This role will also plan interventions for perpetrators that hold them to account, address the risk they pose and challenge their violence and abusive behaviour.

KEY PERFORMANCE INDICATORS:**1. PERSONAL & PROFESSIONAL DEVELOPMENT***Demonstrated experience and understanding of the need for continuation of both personal and professional development.*

- 1.1 Continually develop both personally and professionally to meet the changing needs of the position, career and industry.
- 1.2 Attend training sessions provided by the organisation and be actively involved in other training or development as required.
- 1.3 Actively participate in Supervision.
- 1.4 Actively participate in the Performance Development process.
- 1.5 Attend all meetings as required and/or directed.

2. COMMUNICATION & INTERPERSONAL SKILLS*Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.*

- 2.1 Act in a professional manner at all times, including but not limited to punctuality, attendance, cooperation and enthusiasm.
- 2.2 To provide prompt and courteous service to all clients; including colleagues, other departments, other organisations and the community;
- 2.3 Maintain privacy and confidentiality on all issues relating to the organisation, the clients and colleagues;
- 2.4 Practice and promote equity principles to the community, which is diverse in language, culture, religion, intellectual and physical ability;
- 2.5 Personal presentation to reflect the organisation and/or industry standards.

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3. ADMINISTRATION & DOCUMENTATION

Through the use of the organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- 3.1 Ensure that all documentation is accurate and completed in a professional and timely manner.
- 3.2 Coordinate office filing and administration in a professional and orderly manner.
- 3.3 Maintain all necessary administrative systems as required for the efficient operation of the service, including financial, statistical and client files and databases.
- 3.4 Operate within a budget in accordance with the directions given and authority conferred by WAYSS Management.

4. TECHNICAL SKILLS & APPLICATION

Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- 4.1 Undertake a caseload as lead practitioner or support worker aligned with the Integrated Practice Framework.
- 4.2 Work within a specialist discipline to deliver Hub services and develop an understanding and capabilities to work safely across other areas of specialisation (with appropriate training and supervision.)
- 4.3 Deliver screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks.
- 4.4 Deliver services and support via phone, within the physical hub and outreach at client's home or other sites.
- 4.5 Identify, assess and prioritise risk and needs of women and children, families and perpetrators, drawing on the expertise of different practitioners in a multi-disciplinary team.
- 4.6 Work collaboratively with the Hub team to support integrated risk assessment and planning, including participating in case conferences and meetings.
- 4.7 Recognise and identify limits of own expertise and when to seek advice or refer client to specialist Hub practitioners or Practice Leaders to ensure safe practice.
- 4.8 Identify when a Central Information Point (CIP) request is required and refer request to the Advanced Family Violence Practice Leader.
- 4.9 Submit requests with Hub Team Leader for allocation into core services for clients.
- 4.10 Apply for brokerage on behalf of clients in accordance with Brokerage Guidelines.
- 4.11 Navigate the broader service system for clients by referring clients to services and providing clients with information and support.
- 4.12 Record client information accurately on the Hub Client Relationship Management (CRM) system.
- 4.13 Handle client information in accordance with the Family Violence Information Sharing Scheme (FVISS), information security and privacy policies and requirements.
- 4.14 Participate in training and development activities designed to build capabilities to work effectively in the Hub environment.
- 4.15 Share integrated service approaches and learnings with members of the Hub team and with employing agency.

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- 4.16 Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Hub service model.
- 4.17 Provide expert advice relevant to the scope of the HUB practitioner role
- 4.18 Duties can include developing work practices and procedures; problem definition, planning and the exercise of judgment in identifying solutions to practice issues;
- 4.19 Control and coordination of projects within the scope of the role.
- 4.20 Supervise and/or mentor other practitioners as directed, for example, new practitioners to the Hub.
- 4.21 Detailed knowledge of the Safety Hub activities and work practices including working effectively in multidisciplinary teams
- 4.22 Participate in formal supervision and performance development and management as per home agency requirements.

5. TEAMWORK AND COMMUNICATION

Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of WAYSS.

- 5.1 Be aware of, and practice according to, WAYSS vision, objectives, core values, strategies, policies and procedures;
- 5.2 Positively promote the organisation both internally and externally;
- 5.3 Work positively within a team to achieve team goals;
- 5.4 Work harmoniously with other team members and/or partnerships to achieve service delivery excellence;
- 5.5 Contribute to a positive organisational culture;
- 5.6 Resolve any workplace conflict in a professional manner in accordance with organisational policy;
- 5.7 Initiate and maintain regular and professional communication with all relevant colleagues and/or management.
- 5.8 Liaise with and resource existing services, professionals and networks as appropriate.

6. CONTINUOUS IMPROVEMENT

Commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.

- 6.1 Understanding of all relevant legislation & internal policies and procedures that relate to this position and the organisation;
- 6.2 Adherence to and the promotion of WAYSS Policies and Procedures.
- 6.3 Participate and contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards;
- 6.4 Participate and contribute in Occupational Health and Safety activities to ensure a safe work environment for clients, community, staff and visitors.
- 6.5 Participate in programmatic and organisational evaluation.
- 6.6 Maintain knowledge of sectorial issues, changes and developments.

LOCATION OF POSITION AND GENERAL RESPONSIBILITIES

All other duties as requested by management, including but not limited to:

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- Contact with children, as defined in the Working With Children Act 2005 – Victoria, is an inherent requirement of the position.
- Undertake project responsibilities as required, including planning, co-ordination, implementation and administration.
- Provide expert advice and guidance to colleagues and/or students and/or management as required.
- Exercise judgment and initiative relevant to the scope of the role.
- Develop, plan and supervise the implementation of educational and/or developmental programs for clients.
- Supervise the day to day activities of other employees and/or students as directed.
- This position may be required to undertake duties at any of WAYSS locations, including Dandenong, Berwick, Doveton, Pakenham, Frankston and Cranbourne.
- In conjunction with management and peers, assist with the development and implementation of policies and protocols which aim to maximise awareness and service delivery.

CONDITIONS OF EMPLOYMENT

- Employment and conditions are as per the WAYSS Limited and Social and Community Services Employees Enterprise Agreement 2010.
- Remuneration is negotiable depending on qualifications and experience.
- Adherence to WAYSS Code of Ethics and Conduct Policy.
- Time in Lieu will be available for any authorised overtime hours worked.
- Employment is subject to a satisfactory Police Check, which is arranged by WAYSS and must be sited prior to commencement.
- 76 hours per fortnight.
- As contact with children is an inherent requirement of the position, employment is also subject to the employee maintaining a valid ‘employment’ status Working With Children Check card and an Assessment Notice which must be sighted by WAYSS prior to commencement of employment. As per WAYSS Working with Children Check policy, employment will be terminated in the event of a Negative Notice being issued.
- The employee must disclose any pre-existing illness or injury as per WAYSS ‘Pre-Existing Injury/Disease Declaration Form’.
- This position will remain on a 6-month probationary period from the commencement date.
- Immediate access to a salary-packaging program within FBT limits.
- The notice period for this position is four (4) weeks.

KEY SELECTION CRITERIA

Essential

- Relevant Degree and substantial experience in the Family Violence system.
- A well developed understanding of family violence and the impacts to women, children and families.
- Demonstrated experience, understanding and commitment to the delivery of quality services to the community.
- Demonstrated experience, understanding and commitment to the social, legal and political context of homelessness, particularly in relation to family violence
- Detailed knowledge of principles, practice and implementation of Case Management frameworks in the context of women and women with children experiencing family violence.

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- Excellent customer service skills with a high level of confidence in dealing with people of various backgrounds.
- A highly flexible approach to work and the ability to work well under pressure.
- Ability to work independently and cooperatively as part of a team.
- High level of written, verbal and interpersonal skills and the ability to establish and maintain effective working relationships with a diverse range of stakeholders.
- Computer skills and working knowledge of Microsoft Office.
- Current Victorian Driver's Licence.

Desirable

- Senior First Aid (Level 2).

Endorsed By:

Employee Name _____ Date ____ / ____ / ____

Signature _____

Manager/Coordinator _____ Date ____ / ____ / ____

Signature _____

Human Resource Manager _____ Date ____ / ____ / ____

Signature _____