

POSITION DESCRIPTION

Title:	Family Violence After Hours Worker
Division:	Community Support
Duration:	30 th June 2012
Position status:	Casual – Rostered On Call
Reports to:	Team Leader – Housing Services
Date:	July 2010

INTRODUCTION

Bethany's mission is to **support and strengthen communities**. We work to build better family relationships, support parents caring for children, assist people who are homeless or at risk and those affected by family violence, crime and problem gambling. We have a focus on supporting and strengthening disadvantaged communities.

Bethany is a dynamic not for profit and non denominational organisation that was originally established in 1868 and has responded to the changing needs of the community ever since. The organisation is governed by a Board of Management, has an annual operating budget of \$6 million and employs around 100 staff. 95% of the Bethany's income is provided by state and federal governments with the remainder generated from community and philanthropic sources.

Bethany fulfils its mission by the provision of a broad range of prevention, intervention, support and educational services to individuals, children, young people and families based on contemporary research, international best practice and professional standards. Services are designed to build upon individual's and community strengths to achieve both personal and social change.

Services are provided to a population of over 230,000 people in the Geelong and surrounding districts through our main office in North Geelong and out posted service sites in Norlane, Surf Coast Shire, Colac Otway Shire and the Bellarine Peninsula.

OUR VALUES

▪ **Openness**

We interact with people in a transparent, honest and respectful manner.

▪ **Social Justice**

We believe in every person being actively involved in decisions which affect them and their lives.

▪ **Innovation**

We are committed to creatively and proactively responding to community needs.

▪ **Collaboration**

We engage in collaborative partnerships and relationships that strengthen community.

▪ **Wellbeing of staff**

We will be responsible for a professional and supportive environment in which staff can achieve their full potential.

▪ **Accountability**

We will be accountable for all aspects of the organisation.

Housing Services Program

The Housing Services Program combines the Social Housing Advocacy and Support Program (SHASP), the Homeless Services Program (SAAP), the Indigenous Tenancies at Risk Initiative (ITAR), the Intensive Case Management Initiative (ICMI), A Place to Call Home (APTCH), Homeless Children's Specialist Support Service (HCSSS) and Support for Families at Risk of Homelessness. The Program also provides Initial Planning and Assessment and Interim Response as part of the Opening Doors Initiative.

Homeless Services Program

The Homeless Services Program is a jointly funded program of the Commonwealth and State Governments. The Homeless Services Team provides case managed support and access to supported accommodation for families, couples and single women who are homeless or at risk of homelessness. The Program also provides Initial Planning and Assessment and Interim Response as part of the Opening Doors Initiative (the centralised intake for people experiencing homelessness in the Barwon Region).

Social Housing Advocacy Support Program

The Social Housing Advocacy Support Program (SHASP) is funded through the Department of Human Services, Office of Housing (OOH). The SHASP program aims to sustain and support social housing tenancies and focuses on preventing homelessness and improving client outcomes. SHASP has a support emphasis and provides a direct response to intervene when tenancies are at risk, to establish successful tenancies and provide longer term support where this intervention is identified as essential in supporting social housing tenants.

Indigenous Tenancies at Risk Initiative

Bethany Community Support, Community Connections and Wathaurong Aboriginal Cooperative are in partnership to provide the Indigenous Tenancies at Risk Initiative. This program aims to sustain and support indigenous social housing tenancies and focuses on preventing homelessness and improving client outcomes.

Intensive Case Management Initiative

Hanover is the statewide provider of the Adult Intensive Case Management Initiative which is funded until 2009 – 2010 under the Commonwealth Innovation and Investment Fund with the Victorian Department of Human Services. It is a developmental project that will provide support and brokerage funds for creative approaches to support homelessness assistance clients who have high and complex needs, within an intensive case management framework.

Family Violence After Hours and Outreach

Bethany Community Support provides the Regional Family Violence After Hours Crisis service for women and women with accompanying children who are experiencing family violence and residing within the Barwon South West Region. The Family Violence Outreach Support Service provides post crisis support to women and women with accompanying children who are experiencing or escaping family violence. Case management support is available in Geelong for women who are seeking support or who have accessed the Family Violence After Hours Service.

Homeless Children's Specialist Support Service

Homeless Children's Specialist Support Service is funded by the Department of Human Services as part of The Road Home the National Approach to Reducing Homelessness. The HCSSS incorporates a suite of support responses to children and families including assessment and case planning support; enhanced case management support and therapeutic group work.

A Place to Call Home

A Place to Call Home is funded through the Department of Human Services as part of the Australian Governments Nation Building Plan. Under this program clients in need of housing assistance will be provided with access to 12 dispersed APTCH properties coupled with support for

twelve months. The people living in these properties will then transfer to long term Public Housing after twelve months and be replaced by existing public housing stock.

Families at Risk of Homelessness

Families at risk of Homelessness will provide a case management approach to service delivery that is family oriented, client-focused and aimed at empowering and working with families and children exiting the homelessness service system who require additional support to establish and maintain safe and secure accommodation.

PROGRAM AREA

The Regional Family Violence After Hours Service is funded through the Department of Human Services through the Integrated Family Violence Reform Initiatives.

The overall aim of the Family Violence After Hours service is to improve the capacity of the family violence services system. Our aim is to provide a 24 hour, 7 day a week response to family violence by increasing regional after hours services.

The target group is women, and also women with children, experiencing family violence that requires immediate assistance outside of business hours. The after hours service will typically be available within the hours of 7.00pm to 6.30am Monday to Thursday and 7.00pm Friday to 6.30am Monday (Non-standard hours as per SACS Award). Public Holidays will also be included.

The program provides high quality service responses including information, advocacy, risk assessment, referral and crisis accommodation. This support will be provided by either telephone or face-to-face contact as applicable. The program also arranges follow up outreach support.

The Regional Family Violence After Hours Worker is part of a team of after hours on call workers. Initial training and induction will be provided. Staff will be rostered on call for one night or the weekend according to a schedule of availability.

POSITION OBJECTIVES

The Regional Family Violence After Hours Worker provides an immediate response to women and children experiencing family violence by improving the capacity of the family violence service system to provide a 24 hour, 7 day a week response.

KEY RESPONSIBILITIES

- To participate in an on-call roster.
- To conduct risk assessments to determine the current and ongoing risks and service requirements for women and children experiencing family violence.
- To provide immediate telephone support.
- To provide face-to-face support where required.
- To provide information, advocacy and crisis counselling.
- To make appropriate referrals to family violence specific and mainstream support services.
- To liaise with police, hospitals and other appropriate services.
- To coordinate crisis motel accommodation and transport where required, and to arrange outreach support for the following day.
- Provision of accurate and appropriate case notes and statistical documentation.

- To work within a professional framework and to participate in debriefing or supervision with the Manager as required.
- To attend regular meetings with the After Hours Team.
- Work within policies and procedures of Bethany Community Support.
- Support and participate in the Agency's continuous quality improvement process

KEY SELECTION CRITERIA

Qualifications

1. An appropriate tertiary qualification in Social Work, Welfare or other related discipline.

Knowledge & Skill

2. An informed understanding of the incidence, causes and impacts of family violence.
3. Knowledge and understanding of the legal, medical, safety, accommodation and emotional issues experienced by women and children who have experienced family violence.
4. A clear knowledge and understanding of trauma, particularly in relation to women and children who have experienced family violence.
5. Demonstrated experience in the provision of crisis intervention and risk assessment frameworks.
6. Ability to demonstrate culturally sensitive practice, including an understanding of the needs of indigenous women and children and of those from other cultures.

Personal Attributes

7. Well-developed observational, assessment, conceptual and analytical skills, together with highly developed communication, written, negotiation and interpersonal skills.
8. Ability to work autonomously and within a team and to represent the organisation within this role.
9. Ability to liaise effectively with a range of professionals, police, hospitals, accommodation providers and other relevant providers.

Other

10. Computer literate with a knowledge of a range of IT programs.
11. A current Victorian Drivers Licence.

SALARY & CONDITIONS

This position is based on the Enterprise Agreement, Social Worker, Class 2, Year 1 to 3. Salary is \$48,021 - \$50,983 (pro-rata) per annum dependent on qualifications and experience. A standard on call and recall allowance is applicable to the position. Travel will be reimbursed where direct face-to-face support is assessed as essential.

Other employment conditions are as per Bethany Community Support's Enterprise Agreement (2008). Salary packaging is available as per Government guidelines for public benevolent institutions.

Appointment to this position is subject to a pre-employment police record check. A three-month probationary period will commence upon appointment and a review will be conducted during this period.

Applications will only be accepted addressing all the Key Selection Criteria with an attached Resume, including the names and current contacts of three referees.

FURTHER INFORMATION:

Contact: Lisa Robinson
Manager Housing Services
Phone: (03) 5278 8122

APPLICATIONS FORWARDED TO:

Applications must address the key selection criteria and include the names and current contacts of three referees, including current employer.

Lisa Robinson
Manager – Housing Services
Bethany Community Support
1 Gibb Street
NORTH GEELONG 3215
Email: lrobinson@bethany.org.au

APPLICATIONS CLOSE: 5pm on Friday 30th July 2010.

The successful applicant will be required to provide a current police check and have or register for a working with children check.