

Position Description

Position	Program Administration Officer
Program	Family Violence Services
Location	South Geelong
Date	May 2022

About Bethany

Bethany Group (Bethany Community Support Inc. and Bethany Kindergarten Services Ltd.) is a vibrant community service organisation based in Victoria that provides a broad range of prevention, intervention, support and educational services to children, young people, families and individuals.

Our Purpose

Working together to meet the changing needs and aspirations of people in their communities.

Our Values

- **Courage** We take action and stand up for what we believe
- **Respect** We value people and build on their strengths
- **Integrity** We are open, fair and just in everything we do
- **Innovation** We develop new ways of working to make a difference
- **Collaboration** We work together to improve outcomes

Bethany's Diversity Statement

At Bethany we celebrate diversity and innovation. We embrace creating a connected organisation which enables all service users, employees, students, contractors, and volunteers to feel safe from discrimination. We support an inclusive environment where people of all genders and ages, people living with a disability. First Nations people and people from LGBTI and CALD communities feel empowered to contribute their experiences and ideas; knowing that these will be valued.

Bethany's Statement of Commitment to Child Safety

Bethany Community Support is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children including Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Position Context

The Victorian Government has committed to implementing all 227 recommendations of the Royal Commission into Family Violence.

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The Royal Commission into Family Violence (RCFV) highlighted the need for increased visibility and accountability of perpetrators of family violence, no matter which point of the service system they chose to enter (Recommendations 86, 87, 88 and 89). Central to these recommendations included the development of strong and capable perpetrator accountability practice, increasing the understanding the complex interplay between the primary reason men choose to use violence and any contributing factors, such as Alcohol and Drug Use and Mental Health and improving the outcomes for perpetrators who attend Men's Behaviour Change programs.

In March 2018, Bethany established the **Men's Family Violence Intervention Centre**. This Centre provides a coordinated response, designed to increase accountability and visibility of men who choose to use violence in their family relationships. The service is informed by cutting-edge research and emerging practice and will ultimately provide men access to services including:

- Cross Sector Coordination to male perpetrators of family violence
- Individual assessment and treatment to male perpetrators of family violence
- Men's case management for male perpetrators of family violence
- Men's Behaviour Change programs
- Fathering programs
- Drug and alcohol counselling
- Forensic Assessment
- Financial counselling
- Housing and homelessness response

As the model develops, additional treatment services will be provided, including: Primary Health Care, mental health assessment and treatment and other counselling.

The Centre will also host a well-appointed training facility with a capability of hosting 75 people, thereby providing an incredible opportunity for local workers to build their capacity to work confidently with perpetrators of family violence.

Current responses include:

Intake Screening, Triage and Assessment of all male family violence perpetrators who are referred to the Barwon Family Violence Support and Safety Hub. This is a key component of the statewide integrated family violence reforms and has been designed to ensure that men who choose to use violence have timely access to a full range of services through earlier intake and assessment. All perpetrator assessments will consider suitability for entry to Men's Behaviour Change; Case Management; Fathering Programs; Cross Sector Coordination and/or their appropriateness and readiness for alternative services.

Men's Behaviour Change, primarily a group based intervention that seeks to engage male perpetrators of family violence in processes and practices designed to engender opportunities for the men to take responsibility for their violent behavior. This model is enhanced via the use of **Family Safety Contact Worker** work, which aims to provide education and support to the current or ex-partners (and potentially children) of the men who participate in the Men's Behaviour Change model.

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Men's Case Management program provides timely and responsive casework, counselling, case management and accommodation assistance to men that use violence against women and children, specifically targeting men who are removed from the family home following the use of violence.

Community based Perpetrator Intervention Trial

This program will develop a tailored response to men to address his primary decisions to use violent and controlling behaviors that incorporates a man's cognitive impairment. This is a highly nuanced and as yet, underdeveloped area of practice.

Flexible Support packages

Family Violence Flexible Support Packages (FSP) aim to deliver personalised and holistic responses to assist adult and child victim survivors experiencing family violence to transition from crisis, and establish long-term sustainable arrangements to improve their safety, wellbeing and independence in recovery from family violence.

Position Objectives

This position is responsible for providing administrative support to the Family Violence Program. The Program Administration Officer is responsible for a range of local key business systems and processes including but not limited to, administration, data support, and client records.

Our services operate from a structural feminist analysis that understands family violence is a gendered crime that is strongly resultant of the social construction of male identity and behaviour i.e. masculinity, power and control and re-enforced by systems, ideology and behaviours within our society. We pay particular attention to the active identification and management of all risks associated with family violence. Bethany currently manages a suite of specialist family violence response services.

Key Responsibilities

- Provide Administration support at Bethany's Men's Family Violence Intervention Centre
- Undertake Family Violence Flexible Support Packages Portal training
- Assist with Family Violence Flexible Support packages process and expenditure within Bethany and Barwon Area
- Support the FSP application process by providing outcome to applicant workers, coordinate purchases (as required) and payment of invoices
- Participate in the portal education sessions to internal and external stakeholders/portal users
- Contribute to the review and improvement of FSP processes
- Implement guidelines and procedures of the FSP portal
- Maintain all brokerage and financial reporting requirements across Family Violence program.
- Provide finance support to program staff – brokerage support, grocery voucher ordering/activation, credit card purchases.
- Provide administrative support for brokerage monitoring applications, liaising with Bethany Finance and service providers, and processing invoices for payment
- Process invoices as per finance guidelines

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- Accepting deliveries, providing pick-ups, and holding items for collection by service users
- Monitor and issue taxi vouchers, Myki cards and vouchers and update registers
- Maintain accurate data as required by the funding body and the organisation in multiple databases and spreadsheets.
- Record client and group data onto relevant databases.
- Update, develop and implement administrative and program support documentation consistent with program requirements
- Provide administration support to Family Violence Leadership Group as required
- Active participation in regular formal supervision and team/agency meetings
- Make recommendations to effectively resolve problems or issues, by using judgment that is consistent with Bethany Values, standards, practices, policies, procedures, regulation, industrial instruments or legislation
- Support and participate in the Agency's continuous quality improvement process
- Other duties as required

Key Selection Criteria

Essential

1. A certificate III in Business Administration or similar or demonstrated experience in a similar role, incorporating office administration, data entry and invoice and account management.
2. Demonstrated experience working autonomously and self-managing workload to ensure a timely response to requests.
3. Ability to adapt to a changing work environment, learn new processes quickly and update work practices to reflect changes.
4. Proficient in the use of MS Office, client information databases and knowledge of a range of IT programs.
5. Understanding of the importance of confidentiality and ability to demonstrate a respect for sensitive information and personal details.

Capabilities and Personal Attributes

- Maintains a positive approach to change and adapts to new or different ways of working.
- Demonstrates appropriate interpersonal skills, actively participates in all aspects of the role, supports colleagues and values diversity in the team.
- Models and promotes organisational values including self-awareness, self-management and social awareness in communications, problem solving and conflict resolution and promotes Code of Conduct.
- Openly shares information, participates and contributes to the team to improve client outcomes.
- Is truthful and ethical and leads and reinforces expected standards of behaviour at all times.
- Generates ideas and solutions and takes advantage of new and emerging opportunities

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- Creates and sustains dynamic and productive relationships to maximise outcomes.

Organisational Relationships

Supervisor	Family Violence Support worker
External Liaisons	Sexual Assault and Family Violence Centre, Victoria Police, Corrections Victoria, Wathaurong, Colac Area Health, DHHS Child Protection, Family Safety Victoria and other Community Service Organisations
Stakeholders	All Staff

Conditions and Remuneration

Salary	This position is classified as an award payment on the Social Community Home Care and Disability Services Award 2010, Level 3, Pay Point 1. With a starting salary of \$64,519.88 per annum (pro rata). In addition, the package also includes salary sacrifice as per government legislation.
Ordinary Hours	Ordinary hours of work will be worked between agency hours of 8am to 7pm. Occasional work outside of ordinary hours will be required. The appropriate penalty rates will apply.
Conditions	Other conditions of employment as per the Bethany Enterprise Agreement.
COVID-19	Bethany is an essential service, and all employees are classified as essential workers. To comply with the Chief Health Officer's directions, all employees must provide evidence of their COVID-19 vaccination.
Travel	Travel will be required to other Bethany offices and across the Barwon South West region and other locations.
Physical Requirements	<ul style="list-style-type: none"> Sit at a computer or in meetings for extended periods - daily Work in an open plan office – daily Bending/lifting of office supplies - occasional Work on call or after hours - occasional Driving - occasional Acknowledging the impact of Covid-19 restrictions, work may include remote access and Working from Home arrangements as required by the organisation.
Right to work in Australia	You must either be an Australian citizen; or have permanent residence status; or an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in

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	Australia.
Mandatory Requirements	<ul style="list-style-type: none"> Satisfactory Police Check Current Employee Working with Children’s Check All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.
Driver Licence	A current Victorian Driver Licence is required to perform this role.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document. Additionally I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date: