

After Hours Support Worker Position Description

Position Details	
Position Title:	Family Violence Residential Support Worker
Position Program:	Housing, Performance and Workforce Development
Position Stream:	Integrated Family Violence Services
Work Location(s):	Office Location:
	317-319 Barkly Street, Footscray, VIC, 3011.
	Other Location/s as Required:
	Appointee will be required to work from approved remote work sites.
WHW EA 2017 Classification:	Level 3
	Important Note
	This position is provisionally assigned to a specific level and pay point range based on the characteristics, responsibilities, and requirements of the position. The specific level and pay point of the successful applicant, will be assigned commensurate with their qualifications and experience and will be detailed in the employment contract.
Reporting To:	Team Leader
Exemption:	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)

GENWEST – ABOUT US

GenWest is the gender equity agency for the western metropolitan region of Melbourne. GenWest has three main streams of business practices, Integrated Family Violence Service (IFVS), Health Promotion and Primary Prevention (SACE) and Business Operations (BOPs). All three streams operate collaboratively to deliver the organisation vision, gender equity in the west, via our purpose and values.

Within the IFVS and SACE services we have individual programs and services which are designed to redress gender inequity and benefit victim-survivors of family violence in Melbourne's west. Our efforts are ultimately about supporting our communities to lead safe and healthy lives, and on changing the conditions that cause and maintain gender inequity.

OUR VALUES, PRINCIPLES, AND BEHAVIOURS

- **Freedom** – We centre freedom from oppression, discrimination, and violence in all our work. We take responsibility for behaving and working in ways that promote freedom and we are accountable for the actions we take.
- **Connection** – We foreground connection to ourselves, each other, our clients, the community, the land, and the environment. We believe in the strength of belonging, of being inclusive, and in working together to achieve change.

- **Resistance** – We uphold human rights and in solidarity, work together to disrupt injustice and transform lives.
- **Love** – We treat each other with respect, kindness and compassion, and are committed to creating an environment where all feel seen, heard, and valued.
- **Creativity** – We embrace and nurture creativity and curiosity. We reflect critically, ask questions, listen, and actively pursue learning.

1. STREAM PURPOSE

The CARM After Hours Support Worker position sits within GenWest IFVS. This stream supports women and their children escaping family violence in the western metropolitan region by providing information, case management, referral, access to a range of short to medium-term housing services including refuges, crisis accommodation properties and transitional housing. GenWest IFVS also supports women and their children to find affordable, safe, and longer-term housing options

2. ROLE CONTEXT AND CORE PURPOSE

The CARM After Hours Support Worker is responsible for providing support to women and children experiencing high levels of family violence risk and with complex needs. This position, working with minimal direction, is responsible for supporting clients' wellbeing during their stay in a high security accommodation facility. The CARM After Hours Support Worker is expected to work closely with other CARM staff to enhance understanding of women and children facing housing crisis because of family violence. Using well-developed risk assessment of crisis situations to manage any possible risks or situation arisen in the crisis facility. The position sits at the intermediate level, reporting to the CARM Team leader.

This newly created position within GenWest will be required to be available for the overnight residence care from 5.30pm to 11pm with any support required or possible crisis management. You will reside and sleep at the secured location that operates 24/7 on a rotating roster (penalty rates apply for afternoon, evening and weekend hours). This position will require the ability to wake and convert to active from 6.30am to 8.30am the following day.

3. ROLE CORE RESPONSIBILITIES

Support clients staying in the crisis accommodation, primarily to women and children facing high levels of family violence risk and with complex needs.

- Assist with the day-to-day practical & operational tasks.
- Orient & support new client to settle in their unit, and continue to provide practical support during their stay.
- Facilitate & support the clients to access community, other resources & services and safety.
- Promote clients' self-determination & recovery from violence.
- Monitor & Report any concerns for clients or any child /ren or young person
- In the incidence of crisis or a critical event, liaise with the Afterhours Team to assess & manage the associated risk factors & contributors. Work collaboratively with
- Facilitate orientation of women and children into GenWest crisis accommodation.
- Support client wellbeing during their stay in crisis facility by providing emotional support, access to information and resources, including orientation to local area and available services.
- Provide support to the children's worker in running activities
- Develop resource directory and assist with access to community services
- Participate in sleepover shifts on weekdays and

- Liaise with the client and/or children's case manager regarding safety concerns and risk issues identified or reported.
- Prepare comprehensive handovers and reports (crisis/risk situations) for the day case managers.
- When necessary, to communicate with other agencies such as, child protection, emergency services (police, ambulance, fire brigade), mental health services.
- Performance of other reasonable duties that are required that are within the range of the employee's skills, competency and training.
- Assist with organising refuge supplies, including Manchester, basic food supplies
- To assist with preparation of the clients' units to be ready and fully equipped for the next new client
- In conjunction with the CARM team leader, participate in the planning, implementation, monitoring and review of activities specified in the integrated family violence services work plan.
- Actively monitor in conjunction with team leader, performance standards against DFFH requirements to ensure ongoing accreditation for the program
- Ensure client data is accurately recorded and maintained on the client database (SHIP) to inform program planning and to meet data recording requirements of the DFFH and the GenWest board.

4. KEY STAKEHOLDERS AND COLLABORATIONS

Work collaboratively with a range of housing providers, external services and other GenWest integrated family violence services staff to enhance client access to sustainable, medium to longer-term housing and engagement with support services and local communities.

- Work collaboratively with both government and non-government services and other community agencies in order to achieve positive outcomes for women and children.
- Work collaboratively with other GenWest integrated family violence services staff to ensure access and referral to appropriate services and enhanced outcomes for women and their children.
- Work collaboratively with Aboriginal and Torres Strait Islander organisations to achieve positive outcomes for Aboriginal women and their children.
- Provide support and secondary consultation to other members of the integrated family violence services stream and external organisations regarding women and children's experience of family violence and housing crisis.
- Build partnerships with specialist support services (e.g. substance abuse, mental health conditions, disability) to enhance outcomes for women with complex needs.
- Actively promote GenWest and our programs with our community partners in order to foster collaboration and build seamless referral pathways for clients.
- Contribute to the development and achievement of team and organisation goals through regular supervision and participation in professional development activities.
- In collaboration with the CARM team leader, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Participate in induction processes and probationary reviews as required.
- Participate in regular supervision and annual appraisal to discuss clients, workload and professional development (every two weeks or as agreed by CARM team leader).
- Undertake identified training and professional development activities to support practice and skills development.
- Participate in regular group supervision reflective practice sessions.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness, and transparency.

- Contribute to processes that ensure collaboration and integration across and between GenWest programs and service to achieve organisational goals and objectives.
- Apply a thorough understanding of relevant theories, principles, and concepts to solve problems and enhance teamwork and collaboration.
- Actively participate in team, program, stream and staff meetings and planning days.
- Actively participate in cross-team and cross-stream mechanisms designed to facilitate links within and between the CARM program, the integrated family violence services stream and the whole organisation, ensuring that collaboration is embedded in all aspect of GenWest's operations.
- Engage in organisation-wide strategies, plans and events to enhance GenWest's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of GenWest's strategic plan.

5. ORGANISATIONAL CULTURAL CITIZENSHIP RESPONSIBILITIES

All staff are required to support, enact, and operate in accordance with our organisational citizenship responsibilities:

- Build an awareness and appreciation of our shared organisational values, model and enact the values, behaviours, and principles through work applications and associated practices.
- Actively engage with, endorse, and contribute to the development and achievement of team, stream, and organisational goals and objectives.
- Work in a culturally safe manner and acknowledge and pay respect to the traditional owners of the land upon which Gender Equity West is situated and conducts events.
- Contribute to and support our Reconciliation Action Plan and Rainbow Tick Action Plan.
- Maintain and support a working knowledge of anti-oppressive and trauma-informed work practices.
- Support and enact leadership at all levels, including practicing non-violent communication, and meaningful contribution, collaboration, and consultation.

6. KEY SELECTION CRITERIA

1. Diploma in social services, community services or related discipline.
2. Demonstrated skills in direct service provision including support work with women and their children from diverse communities who are experiencing homelessness or in housing crisis because of family violence.
3. Demonstrated ability to provide sound assessment of crisis situations and conflict resolution.
4. Understanding of legislation, theory and practice as it relates to the provision of family violence services to women and their children desirable.
5. Commitment to the provision of high-quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.

6. Demonstrated ability to develop and maintain positive internal and external working relationships that foster partnership work and enhance professional and community networks to improve client and program outcomes.
7. Demonstrated ability to flexibly manage competing priorities and stressful situations, monitor own stress levels and practice and promote self-care strategies.
8. Well-developed written and verbal communication skills, including the ability to maintain client records and collect statistical data to inform agency reports.
9. Sound computer skills including use of data base applications.
10. Current first aid level 2 qualification desirable.
11. Current Victorian driver's license.

7. KEY CHARACTERISTICS REQUIRED

Key characteristics are the psychological and physical demands of the role. Below are the key characteristics (psychological and physical) required to perform the role successfully. GenWest will provide additional supports where reasonably possible (please speak to either the recruiting manager or people and culture representative):

1. Operate effectively and proactively with diverse workforce and internal and external stakeholders
2. Respond in a proactive manner to challenging workloads and competing priorities.
3. Able to sit at a desk, in meetings and work off computer screens for extended periods of time.
4. Work in different and unstructured locations.
5. Interact with members of the public who may present challenging behaviours.
6. Drive vehicles across variable traffic and weather conditions.

ADDITIONAL INFORMATION ABOUT GENWEST

1. Aboriginal and Torres Strait Islander women and those who speak languages other than English are encouraged to apply.
2. Gender Equity West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported, and staff must co-operate with any measures introduced in the workplace to improve WH&S

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ACKNOWLEDGEMENT

I declare that I have read and understood the requirements of this position, discussed any queries or concerns with the respective manager at Women's Health West, and feel that I am able to fulfill the requirements of this position.

Employee Name:	Signature:	Date:
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