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| **Position Details** |
| **Position Title:** | Team Leader |
| **Position Program:** | Entry Point  |
| **Position Stream:** | IFVS |
| **Work Location(s):** | **Office Location:** |
| 317-319 Barkly Street, Footscray, VIC, 3011. |
| **Other Location/s as Required:** |
| As reasonably requested  |
| **WHW EA 2017 Classification:** | Level 7 |
| **Important Note** |
| Positions are 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:** | Program Manager  |
| **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 Our programs and services 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. **ROLE CONTEXT AND CORE PURPOSE**

The introduction of the Orange Door service delivery model has changed the way that referrals need to be accepted into the organisation. The Entry Point team is set up to receive case management referrals from the Orange Door, self-referrals to GenWest, or secondary consultations from other community services.

The Entry Point team will provide case management services with a brief intervention focus (less than 8-10 hours). This may include providing interim case management services to someone who requires longer term support whilst waiting to be allocated the Case Management Team. The goal is to provide a timely, focused service to clients and reduce waiting times to the case management service for clients whose needs are more complex. The Entry Point will also coordinate Information Sharing requests, and subpoenas responses. The Entry Point team will work with the Crisis Response Team, Case Management team and RAMP team to ensure effective internal referral that is focused on clients’ risk profile.

The service provides trauma informed responses to victim survivors through strengths-based case management including family violence information, safe planning review, referral to other services, and supporting the victim survivor to develop a pathway to recovery.

The support provided will be culturally safe and individually customised to suit the specific needs of each individual and their unique circumstances.

This is a new service to GenWest and will require the team leader to be able to develop and lead innovation and adaption to changing circumstances whilst remaining focus on providing high quality services to at risk clients.

1. **ROLE CORE RESPONSIBILITIES**

Key responsibilities define the core responsibilities of the position. Each core responsibility is tied to specific achievement areas, which communicates what the position is to achieve and how achievement is measured.

**Provide immediate responses to victim survivors in crisis and those with immediate comfort and safety needs.**

* Ensure victim-survivors wanting to accessing the service have a timely and effective - the Entry Point team responds to referrals from external agencies in accordance with relevant program guidelines and policies.
* Oversee and participate in collaborative risk assessment, review and support the development safety plans that support victim survivors to remain safe
* Ensure victim-survivors at high and extreme risk of family violence are referred to the RAMP program and provided case management in consultation with RAMP Senior Case Managers where appropriate.
* Provide supervision and support to practitioners to ensure high quality, client led clinical service delivery
* Ensure provision of material aid in accordance with program procedures and relevant funding guidelines
* Engage language or other communication aids or services to ensure accessibility for all clients regardless of their ability or preferred language.
* Participate in an oncall roster if required.
* Performance of reasonable duties that are required that are within the range of the employee’s skills, competency, and training.

**Supporting the effective delivery of case management services by undertaking and completing administration, reporting and data collection in accordance with funding agreements, legislation or organisation policy and procedures**

* In conjunction the manager, participate in the planning, implementation, monitoring, and review of activities specified in the Entry Point work plan.
* Maintain accurate case files, assessment documentation and case notes in a manner that will meet all auditing requirements of GenWest, DFFH standards and legislative obligations.
* Ensure client critical incidents are managed and documented as per GenWest policy and procedures and DFFH critical incident instructions.
* Ensure program data (SHIP) is collected to inform program planning and to meet data recording requirements of DFFH and the GenWest
* Contribute to program continuous quality assurance processes and programs.
* Provide written program status reports to the family violence director where necessary or required.

**Contribute to the development and achievement of team and organisation goals through regular supervision and participation in professional development activities.**

* 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 regular supervision and annual appraisal to discuss clients, workload, and professional development .
* Participate in regular group supervision – reflective practice sessions.
* Participate in training and prepare reports for the family violence manager and team meetings.
* Participate in induction processes and probationary reviews as required.
* Role model respectful and professional behaviour within the work environment at all times, including displaying initiative, openness, honesty, genuineness and transparency.
* Apply a thorough understanding of relevant theories, principles, and concepts to solve problems and enhance teamwork and collaboration.
1. **KEY STAKEHOLDERS AND COLLABORATIONS**

**Internal:**

Family Leadership Team

Staff across Integrated Family Violence Stream

Other GenWest staff

**External:**

Orange Door

Family Safety Victoria

Department of Fairness, Families & Housing

Various Community organisations, such as other SFVS, homelessness and housing services, family and children services.

Local Accommodation Providers

1. **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 Women’s Health 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.
1. **KEY SELECTION CRITERIA**
2. A bachelor qualification in social work or equivalent, in line with Recommendation 209 (for more information about mandatory minimum qualifications, please follow this link: <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> )
3. Previous experience in providing brief/crisis intervention and support to those impacted by trauma, preferably family and intimate partner violence and/or sexual violence
4. Ability to work in a challenging environment with limited supervision, usually in partnership with another practitioner when providing support to victim survivors.
5. Ability to manage time effectively in order to respond to multiple and often complex requests for support.
6. Good written and verbal communication skills, including the ability to maintain client

records and collect statistical data to inform agency reports.

1. Ability to use a range of IT/web-based applications to manage workflow in accordance with organisational requirements and privacy principles
2. Drive vehicles across variable traffic and weather conditions.
3. Regular manual handling of material aid supplies <5kg.
4. A current Victorian driver’s licence
5. Working with Children Check (WWCC)
6. Current police check
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):

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

**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.

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| **Employee Name:** | **Signature:** | **Date:** |