



Position Description

Family Violence Practice Lead –Victims Assistance Program

Award or EBA:	Social, Community, Home Care and Disability Services Industry Award
Classification/Grade:	Level 5.1
Directorate:	Mental Health, Family Violence and Community
Reports to:	Team Leader to VAP Program Manager
Direct Reports:	Nil

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



Inclusion

We create an equal and more respectful world by making space and standing with people of all backgrounds.



Integrity

Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



Excellence

We believe in extraordinary service and we achieve it by going the extra mile to help others.



Innovation

We look to a better and brighter tomorrow to shape the potential today.



Collaboration

We work together to nurture the ideal conditions for our community to thrive.

About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the [DPV Health Way](#). This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from — or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

About this role

The Victims Assistance Program (VAP) provides support to victims of reported or unreported crimes against the person in Victoria.

Victims Assistance Program (VAP) offers specialist responses to victims of crime including intake and brief intervention, case management, and community education. The care provided is evidence based, trauma-informed and person centred. All services are time limited.

The **aim** is to assist victims by providing an accessible service where victims are listened to, informed, and empowered in their pathway to recovery.

The **objectives** of the VAP are to:

- provide quality services that support the needs of victims so they can recover and thrive.
- assist and advocate on behalf of victims navigating the criminal justice system to enable victims to be informed and empowered and
- establish and maintain collaborative working relationships with key stakeholders to support the delivery of seamless and accessible services to victims of crime.

Available to all, prioritising the following groups:

Aboriginal victims, male victims of family violence, victims from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+ identified people, people living with a disability, people with mental health issues or mental illness, older people, children and young people, people who misuse or abuse substances (alcohol and/or drugs), isolated and/or rural people and people experiencing homelessness.

Operating from Orange Door sites, police stations, DPV Health sites and other out postings as required.

Roles Key Accountabilities

Family Violence Practice Lead plays a pivotal role in contributing to developing the expertise and confidence of the VAP workforce as it pertains to family violence. This role provides expert practice advice utilising relevant theoretical frameworks. All Practice Leaders are expected to demonstrate, mentor, provide secondary consultation to work to build capability across all staff to work effectively with all clients.

- Capacity Building and Secondary Consultation

The primary function of the VAP FVPL is to provide best practice support to victims of family violence. To support the team and generalist VAP workers, it is expected that the VAP FVPL will engage in:

- upskilling and assisting VAP workers in supporting victims of family violence, in particular providing specialist support for male victims of family violence. The VAP FVPL is expected to align with the MARAM Practice Guides: Guidance for professionals working with adults using family violence available,
- conducting comprehensive risk assessments of victims of family violence

- having reference to the guidance and tools offered by the perpetrator risk assessment guide to re-assess clients who may have been misclassified as the affected family member when they are the predominant aggressor
- building capacity to support male victims of family violence. This includes increasing awareness of the complexities involved in assessing, managing risk, and providing therapeutic responses for different cohorts of male victims, noting the limited availability of services to respond to some of their specific needs
- Fostering and facilitating family violence practice innovation

Improve practice guidance in relation to:

- working with victims of family violence including male victims of Family Violence
- making or responding to information sharing requests under the Family Violence Information Sharing Scheme (FVISS) and the Child Information Sharing Scheme (CISS)
- supporting practitioners to engage effectively with those accessing services, identify and
- assess family violence risk, manage risk, and prioritise safety and provide effective services
- using Multi Agency Risk Assessment and Management (MARAM) practices and use MARAM tools
- secondary consultation for practitioners supporting victims of family violence
- Providing advice and guidance to practitioners in preparing applications for financial support (such as Flexible Support Packages), however it is not expected the VAP FVPL is solely responsible for this work.
 - non-collusion and to identify predominant aggressors, such as participation in the No to Violence: ‘Determining Predominant Aggressor in Family Violence’ training.
 - Understanding risks of family violence and supporting the development of understanding and response to family violence risks including the GLBTIQ + community, the Aboriginal community, and people with disabilities.
- Direct Client Support

The VAP FVPL is expected to work directly with VAP clients in accordance with the following guidelines:

- Allocation of clients to the VAP FVPL focuses on support for high-risk victims of family violence including male victims of Family violence.
- The VAP FVPL will be expected to use the Comprehensive MARAM Assessment Tools with clients, being the specialist family violence practitioner within the VAP service
- In recognition of the complexity of such cases and the other elements of the VAP FVPL role, it is expected that the VAP FVPL’s caseload would be 30% of VAP practitioners caseloads.
- Community and Stakeholder Engagement

Community Engagement

The VAP FVPL will be expected to:

- develop initiatives that can help increase engagement with male victims of family violence.
- develop relationships with specialist agencies and other community providers (e.g., the local women’s family violence service, The Orange Door, housing providers, financial counsellors)
- investigate and source supports in the region for male victims of family violence where needs/gaps are identified

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- support practitioners in following up external agencies who are also supporting VAP family violence clients (e.g., co-case management).

Stakeholder Engagement

To further enhance the services provided to victims of family violence, the VAP FVPL will regularly engage with the Victims of Crime Helpline FVPL (VCH FVPL) and other FVPLs in the region. This will include:

- quarterly meetings with advanced practice leaders in the Orange Doors to share learnings/best practice including identifying the predominant aggressor and management of misidentification of perpetrators
- share learnings of engaging with local family violence providers/connections/referral pathways e.g., access to Flexible Support Packages, accommodation for male victims of family violence.

The VAP FVPL is also expected to:

- Assist practitioners to provide a closure report to the Victims of Crime Helpline for VAP clients referred via the L17 pathway (especially safety plans). The purpose of this is for the VCH Victim Support Officer who is assessing any subsequent L17s to have an understanding if the risk is escalating or being managed, in accordance with best practice
- Provide a point of contact for VAP FVISS and CISS Information Sharing requests, and coordinate responses with the relevant VAP practitioners
 - Provide information and advice to VSSR to support the broader family violence service system. Undertakes secondary consultations where applicable;
 - Maintain knowledge, skills, qualifications, accreditations and registrations through participation in professional development activities;
 - Carry out duties in a manner that does not adversely affect their own health and safety of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve Work Health & Safety (WHS);
 - Comply and adhere to all relevant policies and procedures both DPV Health and DJCS
 - Undertake special projects or tasks as required; and
- Perform all other duties as directed, within the limits of skills, competence and training to maximise flexibility and effectiveness
 - A sensitivity to, and understanding of, the needs of clients from diverse backgrounds
 - Effective communication skills (verbal and written)
 - Competence in using information systems

Reporting, Systems and Analytics

- Ensure the maintenance of comprehensive up-to-date and accurate client records (including assessment, case notes and health care plans) and always ensure safe custody and confidentiality.
- Continually participate in processes, including staff appraisals, service review, and service evaluations and monitoring.
- Sound demonstrable knowledge of MS Outlook, MS Office (including Word, Excel, PowerPoint) and Internet Explorer.

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- Actively use and promote the use of DPV Health systems such as ELMO, Riskman, MyBookings, Power BI, and others
- Continually review service/support provided to analyse success and areas of improvement

Financials, Budgets, Targets, Funding

- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations
- Achieve targets / budgets for your function

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions, and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment, and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor, and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of services
- Commitment to partnering with clients to facilitate effective engagement and participation

DPV Health Requirements

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|---|-------------------------------------|
| ● Current Victorian Drivers Licence | ● Valid Working With Children Check |
| ● Occasional after hours and weekend work may be required | ● Satisfactory Police Check |
| ● Travel between sites is required | |

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Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

Mandatory Minimum Qualifications In accordance with the Mandatory minimum qualifications for family violence practitioners (Royal Commission into Family Violence, Recommendation 209) which commenced 1 July 2021, the VAP FVPL must:

- hold a Bachelor of Social Work or equivalent qualification, or
- be working towards meeting the new mandatory minimum qualification family violence policy requirement, via one of the available employment pathways.

Key Selection Criteria

- Proven capacities to work effectively with people impacted by family violence including male victims and their children;
- Demonstrated capacity to conduct risk assessments using the MARAM framework and safety planning for women and children and understanding of the FVISS and the CISS.
- Expert understanding of impact of trauma and ability to use trauma informed practice interventions;
- Expert understanding of family violence, relevant practice frameworks and legislation
- Familiarity with the court system in Victoria
- Demonstrated capacity to provide consultation and training to other workers
- High level of understanding on how Family violence affects children and young people
- Well-developed capacity for assessment and formulation towards client centred care planning
- Demonstrated capacity to form and maintain networks and/or partnerships
- Demonstrated capacity to provide mentoring, consultation, and training for the purposes of practice development

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ Date _____