



JOB DESCRIPTION

Position Title:	Family Worker - Safer Pathways for Males
Position Type:	Full Time Fixed Term to 30 June 2022
Location:	Wagga Wagga
Reporting Relationship:	The position reports directly to the Family Worker Manager
Position Classification:	The position is classified at Band C (C4 to C6) in accordance with the RACR Enterprise Agreement.
Remuneration :	\$79,956.47 to \$81,134.01 plus superannuation and PBI benefits
Reviewed on:	18 November 2021

Relationships Australia Canberra & Region (RACR) honours Australia's First Peoples. We expect every member of staff to work towards their own cultural awareness and fitness and participate in cultural training and discussions during the course of their work with our organisation.

Roles and Responsibilities:

The role of the Family Worker - Safe Pathways for Males is to provide support and advocacy to men who have experienced or are experiencing family and domestic violence and are referred to Relationships Australia through the Victims Services NSW Central Referral Point. The worker provides client case management through assessment of needs, risk assessment, referrals, counselling access and support, court support, advocacy and referral and representation at Safety Action Meetings. The role works closely with the Safety Action Meeting Coordinator (when established).

This role is part of the NSW Government's It Stops Here Safer Pathway reforms. The aim of this program is to provide flexible, person-centred services to males experiencing domestic and family violence that recognises their complex needs and supports them through immediate crises and as they deal with possible longer-term effects of their trauma.

The Family Worker role is to assist in delivering quality services by providing information, undertake complex intake, assessment, referrals and case coordination services to clients contacting the services of RACR and liaise with a wide range of external stakeholders.

Duties:

In consultation with the Family Worker Manager:

- Provide screening and assessment (which may include the Domestic Violence Safety Assessment Tool (DVSAT) of clients and their needs to ensure the safety of adults and children, as well as staff, either via telephone or face-to-face contact;
- Liaise with relevant NSW Police Force Domestic Violence Liaison Officers, Safety Action Meeting Coordinators,

Victims Services NSW Central Referral Point, local support services and networks;

- Provide accurate information and referral for males experiencing family and domestic violence, individuals and families about the services of Relationships Australia and other external services, including access, eligibility, criteria capacity, requirements and procedures;
- Undertake complex intake services with clients to identify their support needs and refer appropriately to internal and external organisations;
- Organise client appointment times, confirm appointments, and follow up clients where necessary;
- Provide case coordination/case management and liaise with other service providers where required including counselling access and support, court support, and advocacy for males experiencing family and domestic violence where required;
- Refer all males identified as 'at serious threat' to the local Safety Action Meeting and attend Safety Action Meetings in program locations and follow up meeting outcomes;
- Maintain continuous engagement with agencies and external service providers to ensure clients are provided with up-to-date information of referral options and receiving needed services;
- Collect, process and maintain client data in line with RA policies and procedures and any government statistical database system;
- Maintenance of case notes to satisfy both agency and funding body statistical data collection, including external review and evaluations;
- Hold and monitor active case plans for identified males and where appropriate their families;
- Maintain a professional standard of behaviour and the confidentiality of all information pertaining to clients and their families as required by the Children and Young Persons Act, Family Law Act, Crimes (Domestic and Personal Violence) Act 2007, Privacy Act and the organisational Code of Conduct;
- Contribute to, and be part of, the organisational culture where continuous improvement, supportive teamwork, cooperation, client service, quality, safety and confidentiality are the focus;
- Participate in the development, implementation and maintenance of a safe and healthy workplace and to take reasonable care to ensure own health and safety and health and safety of others; and
- Perform other duties as requested, consistent with the classification of the position and in line with the principle of multi-skilling.

Selection Criteria:

Essential

1. An appropriate tertiary qualification in social welfare, or related discipline and/or relevant experience.
2. Excellent observational, telephone communication and interpersonal skills with an ability to engage and interact sensitively with a diverse range of people, particularly men, young people and people who have experienced family and domestic violence.
3. Demonstrated negotiation and advocacy skills to act on behalf of vulnerable clients and demonstrated ability

to rapidly identify client needs assess risk and prioritise accordingly.

4. Demonstrated knowledge of local services available to men, children and their families who have experienced family and domestic violence as well as demonstrated networking and relationship building skills.
5. Demonstrated experience in case management, case facilitation and coordination.
6. Knowledge of legislative requirements of Child Protection and mandatory reporting, issues relating to substance abuse and mental illness, family and domestic violence, crisis intervention models, grief and loss in the context of family separation, negotiation and conflict management as well as an understanding of child development.
7. Ability to work well in a team environment and independently.
8. Demonstrated proficiency with technology, including the ability to use Microsoft Office applications and the capacity to quickly learn new technologies, including electronic client management system packages.
9. Demonstrated experience working with diverse cultural communities and knowledge of issues facing Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse individuals and communities, and LGBTIQ communities.

Desirable

10. An understanding of the NSW criminal justice system and AVO's.
11. Understanding of Confidentiality and Privacy issues.

Special Requirements

- Willingness to travel and flexibility to work out of hours occasionally
- A NSW working with children check
- Commitment to mission and values of RACR
- Understand and embed restorative principles in their work and interaction with others