

POSITION:	Resource Worker
REPORTING TO:	Manager Client Services
KEY RELATIONSHIPS:	Senior Practitioners, Crisis Support Advocates, FV Response Case Managers, Family Support Workers
POSITION STATUS:	Full Time Fixed Term to 30 June 2019

1. PRIMARY OBJECTIVES

Within the parameters of our constitution, service philosophy and the policy framework established by the Board, and under the direction and supervision of the Manager Client Services, the Resource Worker will:

- Provide administration assistance to response services and family support services team
- Liaise between the family violence advocate and the client
- Organise documentation, services, actions, purchases for the client as identified by the family violence advocate

2. ORGANISATIONAL CONTEXT

safe steps Family Violence Response Centre (formally known as the Women's Domestic Violence Crisis Service) was set up in 1974 as the Women's Refuge Referral Service to provide a 24 hour 7 days a week telephone helpline for women experiencing family violence.

It is now a state-wide incorporated association funded primarily by, but not exclusively the Department of Health and Human Services to provide a range of services 24 hours 7 days a week for women and their children who experience family violence. **safe steps** is the primary contact and referral point for access to women's refuges in Victoria. It provides three complementary services:

- A crisis telephone information, support, advocacy and referral service;
- A trauma counselling service for women experiencing family violence and sexual assault;
- A high security supported safe house accommodation service.

The organisation has a strong social change agenda that operates across three key pillars; prevent, respond and recover and provides community education, advocacy and awareness raising.

The organisation operates out of three separate work locations, one of which houses the 24/7 immediate response telephone service, another administration, and the other which provides accommodation.

safe steps is governed by a constitution and a Board of Governance with ten members. The Board elects its own chair and meets monthly to set the strategic direction and policy parameters for the organisation and its work. The organisation is managed by a Chief Executive Officer who operates with a high degree of autonomy, and at the same time working closely and effectively with the Board. She attends Board meetings and services the work of the Board.

The Chief Executive Officer is responsible for ensuring effective relationships with our funding body and with sector partners, and for developing protocols to ensure that the best possible services are provided to the women and children who need them. **safe steps** is a lead organisation in a wider network of domestic violence services in Victoria.

The organisation has an annual budget turnover of more than \$12 million; it employs more than 80 fulltime staff, part-time staff, volunteers and students to support the work of the organisation.

The Resource Worker is based at the **safe steps** accommodation facility however will work across all sites when required.

The Resource Worker is expected to uphold organisation's policies and procedures as well as the Department of Human Services Standards, which include the following obligations:

- to respect client confidentiality
- to obtain consent for the disclosure of information about a client
- to inform any client who wishes to make a complaint about the organisation of their right to do so, and to assist them to initiate a complaint

safe steps' locations and unlisted telephone numbers may not be disclosed to any other person except in accordance with service procedures. The locations and unlisted telephone numbers of any high security refuges may not be disclosed to any other person other than in accordance with the instructions of each such service.

3. KEY RESPONSIBILITIES

- Abide by all organisational policies and procedures, including all workplace health and safety measures
- Regularly attend and positively engage in professional supervision provided by the Manager Client Services
- Regularly attend and positively contribute to team meetings and permanent staff meetings

CASE MANAGEMENT

- Assist the Case Management team with administration tasks
- Book accommodation and other services for clients
- Prepare booking forms
- Prepare data entry updates
- Oversee the refuge vacancies
- Telephone refuges to determine vacancies
- Assist with preparing referrals to refuges and other services for clients
- Provide telephone and fax referrals to client support services such as courts and police
- Assist the Senior Practitioner to match client records with financial invoices
- Review and update referral contact lists
- Transport essential items to clients
- Assist in the collection, storage and distribution of donations received
- Transport clients including children to accommodation and services

FAMILY SUPPORT SERVICES

- Assist the Family Support Services team with administration tasks
- Assist in the collection, storage and distribution of donations received
- Transport clients including children to accommodation and services
- Provide child care for children in the service when the mother is unavailable
- Assist with housing applications and other forms/documentation
- Assist with housekeeping tasks e.g. sorting out laundry, organise pantry, online shopping orders and making up beds

FLEXIBLE SUPPORT PACKAGES

- Contact clients to arrange services and purchases identified by the Case Management team's assessment
- Source and purchase items required by clients e.g. fridge, rent, school uniforms, child care
- Arrange for delivery and transportation of purchased and personal items
- Maintain a spreadsheet of spending and client records and compliance
- Prepare necessary forms and documentation

OTHER TASKS

- Maintain positive relationships with key stakeholders and suppliers
- Assist with data entry, word processing, invoices and photocopying as required
- Provide back-up support for the other Resource Workers
- Assist in the collection and distribution of donations

- Other duties as directed by the Manager Client Services and Senior Practitioners
- Adhere to Occupational Health and Safety Standards and assume a responsibility for the proper use of all equipment and the monitoring of the environment to ensure safe practice.

4. KEY SELECTION CRITERIA

Essential

- Willingness to commit to the living expression of safe steps values; courageous, feminist, empowering, ethical, respectful, collaborative, reflective.
- Commitment to human rights and social justice, and particularly valuing the rights of women and children
- A current Victorian Drivers Licence.
- A current Working With Children Check.
- Willingness to undergo a National Police Check.
- Experience supporting clients and maintaining boundaries
- At least two years' experience in a similar role including administration and client support
- Intermediate skills in Microsoft Office suite
- Demonstrated well developed oral and written communications skills
- Demonstrated capacity to work independently as well as part of a team
- Capacity for self-motivation, ability to cope with changing work functions, workloads and tasks with a 'can-do' attitude
- Ability to lift and carry medium weight articles
- The ability to maintain accurate and confidential records and reports
- Demonstrated understanding of feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women and children.

Desirable

- Qualifications in administration and/or community/social services
- Demonstrated knowledge of the Family Violence Service System.

5. EQUAL OPPORTUNITY EXEMPTION

safe steps is exempt from the provisions of the Equal Opportunity Act 2010 which would otherwise require the appointment to this position to be on a non-gender specific basis. Applications for this position will be considered from women only (Exemption H42/2017).

6. IMPORTANT INFORMATION

- All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.
- Where background checks are not to the satisfaction of **safe steps** in its absolute discretion, the offer of employment may be retracted or terminated.
- If you are offered employment with **safe steps** and are not currently an existing employee you will be required to disclose full details of any pre-existing injuries or illness that may be affected by the work and/or undergo a health assessment. The disclosure/health assessment is conducted to ensure you have the health and mental capacity to meet the requirements of the position and to identify any adjustments that may need to be made in the workplace. Failing to notify or hiding a pre-existing injury or illness which might be affected by the nature of the proposed employment, could result in that injury or illness being ineligible for future compensation claims.

7. HOURS OF WORK

The position will work 76 hours per fortnight (1 EFT). From time to time, it is expected additional hours will be worked, including after hours to support key initiatives and events.

8. STAFF ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	

REVIEW OF THE POSITION DESCRIPTION

This position description is subject to review and may change in accordance with the needs of **safe steps** Family Violence Response Centre, its operations, and its clients and supporters.