

Position Description

POSITION TITLE:	Men’s Family Violence Counsellor (MFVC)
POSITION TYPE & TENURE:	Full or Part time - Permanent
POSITION CLASSIFICATION:	SCHADS Level 5.1
REPORTS TO:	Regional Services Manager
LOCATION:	Flexible

ABOUT NO TO VIOLENCE

No to Violence is Australia’s peak body for individuals and organisations that work with men that use violence. We provide training, sector development and policy advice and advocacy on behalf of members. We operate the Men’s Referral Service, providing a counselling service and referral pathways directly to men who use violence. As a pro-feminist organisation, women and children are at the centre of what we do - by ending men’s use of family violence, families, individuals, and communities are safer.

POSITION SUMMARY

The Men’s Family Violence Counsellor (MFVC) is responsible for engaging with clients to provide professional telephone (in-bound and out-bound) and on-line counselling, advisory and support services. Our clients are primarily men who use family violence but also include family members and friends and frontline practitioners who work in the Family Violence sector and are seeking secondary consultation and support.

The MFVC provides specialist family violence counselling, support and referral services with a focus on referral to local, longer-term support options while ensuring adherence to risk assessment protocols and family safety planning.

The MFVC will work in one or more of NTV’s programs which include both single session and multi session models. These programs are:

- Men’s Referral Service/Open Line
- Police Referrals Services
- Brief Intervention Service (BIS)
- Men’s Accommodation and Counselling Services (MACS)
- Family Advocacy and Support Services (FASS)
- Neighbourhood Justice Centre
- Drug and Alcohol Treatment Court (DATC)

24/7 Roster

Our services operate on a 24/7 basis, and while the MFVC will generally work a recurrent fortnightly roster, this may be subject to change based on operational requirements and with 14 days’ notice. The MFVC must have the flexibility to work across programs and the 24/7 roster including evenings, weekends and public holidays.

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DELIVERABLES
<p>Induction</p> <ul style="list-style-type: none"> ▪ Complete MFVC specific induction to develop understanding of the program and practice frameworks in which the role operates. ▪ Complete IT and other systems training including issue reporting and resolution procedures to facilitate continuous service delivery.
<p>Service Delivery</p> <ul style="list-style-type: none"> ▪ Provide professional services in accordance with NTV and relevant program policies and procedures including risk management and safety planning protocols. ▪ Provide timely professional family violence counselling and advisory services based on a respectful and non-collusive approach that is victim/survivor centred and culturally relevant. ▪ Provide referral information to enable clients and others to access other local, community-based support services where required. ▪ Consult with a Regional Services Manager or experienced MFVCs on more complex and/or high-risk cases. ▪ Keep high quality, accurate records and ensure that they are entered in the relevant Client Relationship Management (CRM) database and kept up to date. ▪ Complete all program specific administrative tasks within the required timeframes.
<p>Incident Reporting</p> <ul style="list-style-type: none"> ▪ Report critical incidents to a Regional Services Manager and ensure that they are recorded in NTV's Riskware system (accessible via the intranet) in a timely manner. ▪ Follow NTV and relevant program procedures for managing critical incidents.
<p>Ongoing Professional Development</p> <ul style="list-style-type: none"> ▪ Keep up to date with changes and reforms to the family violence sector especially those that have implications for NTV programs and practices. ▪ Prepare for and participate in 1:1 organisational and clinical supervision sessions to support skills, knowledge and practice development. ▪ Participate actively in team meetings and group supervision/feedback sessions and share learnings. ▪ Complete mandatory training requirements including any refresher training in IT and other systems. ▪ Participate actively in performance planning and mid and end of years review including professional development and career planning.
<p>Other duties</p> <ul style="list-style-type: none"> ▪ Other duties in line with the MFVC skill set and SCHADS Level as directed by a member of the Services Leadership Team ▪ Provide support and backfill across NTV programs as directed by a member of the Services Leadership Team.

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WHAT WE ARE LOOKING FOR IN THIS ROLE

Skills, Knowledge and Experience

- Demonstrated experience working in the family violence sector, telephone counselling advantageous
- Completion of the Multi Agency Risk Assessment Management (MARAM) Framework training and a demonstrated understanding of its application or the willingness to undergo training upon commencement.
- Understanding of state-based legislation as it pertains to family violence, privacy and child protection in relation to service delivery.
- Demonstrated ability to work in a challenging and demanding environment, including working within agreed timeline parameters.
- A demonstrated understanding of the social and gendered context of family violence and the impact of violence on women and children
- Ability to work independently and part of a wider team
- Proficiency in the use of the Microsoft Office suite and CRM systems to capture client information
- Demonstrated personal commitment to the practice and principles of non-violence, justice, social inclusion and gender equity issues.
- Commitment to working inclusively with Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse communities, LGBTI people and people with disabilities

Qualifications/Competencies/Licences

- Hold a Bachelor of Social Work or other equivalent qualification as set out in <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>
- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

EXPECTED FOR ALL NTV STAFF

- Act in accordance with NTVs code of conduct, policies and procedures and is committed to NTVs vision, mission, values and service standards.
- Promote a 'safety first' culture and acts in accordance with NTV health and safety policies and risk management systems.
- NTV values equity, diversity and inclusion and promotes an inclusive and collaborative work environment where all staff, volunteers and service users feel welcomed, respected and valued and encouraged to fully participate, irrespective of their individual differences in background, experience and perspectives.
- Be curious, reflective and open to continuous learning and new ways of working.
- Complete all mandatory training in a timely manner, to support the delivery of high quality, safe and effective services.
- Contributes to innovation, quality activities and continuous improvement and openly share information and knowledge to enable optimal outcomes for the organisation.
- Regional and interstate travel may be required from time to time.

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Signature of Job Holder _____ Date signed _____