

Position Description

POSITION TITLE:	Client Services Practice Lead
POSITION TYPE & TENURE:	Full time, Ongoing
PROPOSED PAY GRADE:	Level 6
REPORTS TO:	Manager Clinical Leadership
DIRECT REPORTS:	Nil
LOCATION:	Melbourne

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

Reporting to the Manager, Clinical Leadership, the practice lead position will collaborate with colleagues and practitioners within NTV and external organisations including Safe Steps, TOD, St Kilda Crisis Centre and Place for Change providers to design strategies to strengthen the alignment of practice with the MARAM framework, with a strong emphasis on safety planning, risk assessments and information sharing within the Victorian context. The successful applicant will have a working knowledge of best practice in the field of perpetrator interventions, a strong understanding of the MARAM framework and MARAM alignment, a demonstrated ability to lead cross team collaborations for improved client outcomes and demonstrated experience in clinical practice to front-line practitioners.

DELIVERABLES

Client Services Practice Lead

- Demonstrated experience in staff support and practice guidance to front-line practitioners.
- Ability to report progress through the contribution of reports to the Department.
- Support team performance to meet service expectations.
- Excellent communication and interpersonal skills to build rapport and foster harmonious and collaborative relationships internally and with external stakeholders.
- A demonstrated understanding of gender-based violence and inequality in the Australian context and a commitment to addressing family violence within an intersectional feminist framework.
- Understanding of relevant legislation and frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS) and the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM). Including the use of use of CIP and requesting thereof for risk assessment and management purposes.

Position Description

- Work towards embedding the MARAM framework and practice guidance within NTV with a priority focus on Risk Assessment and Safety Planning when working with adults using family violence
- Deliver process improvements to strengthen integrated risk assessment and integrated risk management across NTV and with key partners such as Safe Steps, The Orange Door St Kilda Crisis Centre and Place for Change providers.
- Demonstrated understanding of intersectionality as it relates to diverse and marginalised populations and their experience of family violence and other forms of gender-based-violence.
- Demonstrated high levels of resilience and ability to work in a changing and demanding environment – exercising maturity of judgement and sound and accountable problem-solving capability.
- Coordinate FVISS/CISS activities by managing incoming and outgoing information requests and consulting with Manager Clinical Services, Regional Managers and staff when required.
- Work in collaboration with the Services Leadership team, completing additional tasks as required.
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Risk Assessments

- Provide advice and support to clinical staff on complex case discussions.
- Work with Safe Steps and TOD to explore opportunities to collaborate on risk identification, assessment and management
- Capacity building of MRS/MACS staff to identify serious risk perpetrators eligible for a RAMP response
- Develop referral protocols between MRS/MACS and RAMP
- Provide up to date training in current best practice safety and risk management practices in line with legislation requirements to ensure the Clinical Teams are working within compliance frameworks.
- Provide support, guidance, risk assessment and management for any client alerts and support staff training on caller alert process
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Policies, procedures and systems

- Ensure work is undertaken in compliance with NTV policies, procedures, frameworks and processes, applicable legislation, and clinical governance requirements.
- Keep up to date with family violence reforms across Victoria, and states and territories.
- Maintain proficiency in all data capture systems and CRM's.
- Ensure information sharing requests are appropriately captured in CRM systems and align to record-keeping standards in relevant legislation and frameworks.
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Continuous improvement

- Participate in all relevant NTV team meetings, individual and group supervision/feedback, and clinical supervision sessions.
- Work collaboratively with Safe Steps practice lead and FSV Operational Guidance team in the Program and Service Development Unit
- Attend regular stakeholder meetings with Safe Steps and ToD to ensure best practice, collaboration and communication
- Play an active role in individual and group professional development activities to support on-going knowledge/skill enhancement and practice development.

Position Description

- Provide feedback and insights regarding systemic issues, continuous improvement opportunities and work processes/practices.

WHAT WE ARE LOOKING FOR IN THIS ROLE

Skills

- Specialist knowledge and skills and prior experience providing family violence services, including intake and risk assessment
- Understanding of legislation, risk management and reforms pertaining to the family violence sector
- Demonstrated personal commitment to the practice and principles of non-violence, justice, social inclusion and gender equity issues
- Ability to work independently and part of a wider team
- Leadership skills, including the ability to motivate teams to review and adjust their practice and to collaborate with colleagues across various organisations
- An understanding of integrated family violence service systems in Victoria (knowledge of other States and Territories will be looked on favourably). (desirable)
- Proven people leadership and coaching abilities (desirable)

Experience and Knowledge

- A demonstrated understanding of the social and gendered context of family violence and the impact of violence on women and children
- Experience in and ability to identify, assess and prioritise the risk and need of women, children and families using the MARAM framework, relevant practice frameworks and guidelines
- Working knowledge and leading best practice in the information sharing schemes (FVISS and CISS)
- Working collaboratively with a team to support integrated risk assessment and planning, drawing on the expertise of a multi-disciplinary team
- Experience providing support, in a professional setting, to clients who have perpetrated family violence
- Commit to working inclusively with Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse communities, LGBTIQ+ people and people with disabilities
- Experience in the delivery of counselling and/or case management services
- Experience in developing and delivering training (desirable)
- Experience in co-facilitating MBCP (desirable)
- Clinical supervision experience (desirable)

Qualifications/Competencies/Licences

- A social work master's degree or qualification in a related field or relevant experience
- Certificate IV in Training Assessment and experience of delivering training within the family violence highly desirable (desirable)
- 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

Position Description

- 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.

Signature of Job Holder _____ Date signed _____