

# Position Description

<b>POSITION TITLE:</b>	<b>Men’s Family Violence Counsellor (MFVC)</b>
<b>POSITION TYPE &amp; TENURE:</b>	<b>Full or Part time - Permanent</b>
<b>POSITION CLASSIFICATION:</b>	<b>Level 5.1</b>
<b>REPORTS TO:</b>	<b>Regional Services Manager</b>
<b>LOCATION:</b>	<b>National</b>

## 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), on-line and in-person 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. Our growing suite of programs and services currently include:

- Men’s Referral Service/Open Line (MRS)
- Police Referrals Services (PRS)
- Brief Intervention Service (BIS)
- Corrections Victoria Brief Intervention Service (CVBIS)
- Men’s Accommodation and Counselling Services (MACS)
- Family Advocacy and Support Services (FASS)
- Neighbourhood Justice Centre (NJC)
- 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.

# Position Description

<b>PROGRAMS MFVC's WILL WORK ACROSS</b>
<p><b>Men's Referral Service (MRS)</b></p> <p>A national men's family violence telephone and web-based chat counselling, information and referral service. MRS is the national 'front door' for men who use family violence to receive counselling and referral to a range of support services in their area including to behaviour change programs. This service is available 24 hours 7 days a week to ensure this first point of contact for men on their journey to change.</p> <p>Roles and responsibilities in this program will include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Responding to incoming calls/webchats in a timely manner and in line with program KPIs</li> <li>• Providing clients with information and counselling and/or secondary consult information</li> <li>• As the national front door, making every attempt to provide all callers to MRS with a referral</li> <li>• Completing comprehensive case notes, completing all components of CCM</li> <li>• Any other reasonable duties as directed by a member of the leadership team.</li> </ul>
<p><b>Brief Intervention Service (BIS)</b></p> <p>BIS is a national telephone counselling program provided by NTV for men who are using family violence and may be waiting to access a men's behaviour change program or cannot access a program due to living in remote or regional areas or having language barriers.</p> <p>Roles and responsibilities in this program will include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Providing brief interventions counselling supported by the use of the 5EDT</li> <li>• Completing comprehensive case notes, completing all components of CCM and completing 2-3 client surveys per client</li> <li>• Safety planning and risk assessments</li> <li>• Where possible, providing referrals to clients</li> <li>• Any other reasonable duties as directed by a member of the leadership team.</li> </ul>
<p><b>Corrections Victoria Brief Intervention Service (CVBIS)</b></p> <p>CV BIS is a Victorian based telephone counselling program delivered to men on CCS orders who are required to undertake a treatment and rehabilitation condition relating to family violence. The intention of CV BIS is to better prepare people for more intensive change interventions and support cessation of family violence offending which aligns with CV engagement objectives. The 6 - 8, multi-session family violence telephone service can support people from rural or regional areas that are unable to access family violence services or where there are no services available.</p> <p>Roles and responsibilities in this program will include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Providing brief interventions counselling supported by the use of the 5EDT</li> <li>• Completing comprehensive case notes, completing all components of CCM and completing 2-3 client surveys per client</li> <li>• Safety planning and risk assessments</li> <li>• Working with Corrections Victoria</li> <li>• Where possible, providing referrals to clients</li> <li>• Any other reasonable duties as directed by a member of the leadership team.</li> </ul>

# Position Description

## **Men’s Accommodation and Counselling Service (MACS)**

MACS supports women and children to remain safe at home while men who have been excluded from their homes due to their use of family violence are assisted into crisis accommodation to begin their journey to change. The MACS program effectively ‘shifts the burden’ of family violence and requires men to engage in a structured course of brief intervention in order to remain in emergency accommodation.

Roles and responsibilities in this program will include but are not limited to:

- Providing multi session, short term counselling supported by the use of the SEDT, and the MACS program framework
- Conduct regular risk assessments based on MARAM and Information Sharing legislation
- Completing comprehensive case notes, completing all components of CCM
- Providing relevant referrals to clients to support them on the ‘next steps’ of their journey post MACS
- Any other reasonable duties as directed by a member of the leadership team

As part of the MACS program a critical Affected Family Member (AFM) position is embedded. This is called the Family Safety Practice Lead. The AFM will be a direct contact to the AFMs associated with the men engaged with MACS.

Roles and responsibilities in this program will include but are not limited to:

- Providing support to AFM’s
- Conduct regular risk assessments based on MARAM and Information Sharing legislation
- Completing comprehensive case notes, completing all components of CCM
- Providing relevant referrals to AFMs
- Working closely with the MFVC’s
- Any other reasonable duties as directed by a member of the leadership team

## **Police Referral Services (PRS)**

The Police Referral Services include the Safe at Home program in Tasmania and the L17 program in Victoria. The PRS’s are contracted to make direct contact with men who have been identified as perpetrators by police, this is done through outbound calls to men, providing support and referrals to bring about behaviour change.

Roles and responsibilities in this program will include but are not limited to:

- Providing single session counselling focussing on building rapport and engagement,
- Providing referrals to support men on a longer-term basis.
- Conduct risk assessments based on MARAM and Information Sharing legislation
- Completing comprehensive case notes
- Any other reasonable duties as directed by a member of the leadership team

## **Family Advocacy and Support Services (FASS)**

NTV operates FASS within the Family Courts of Melbourne and Dandenong, as well as the Circuit Court locations of Geelong, Warrnambool, Ballarat, Bendigo, Shepparton, Mildura, and Morwell. This list may be amended by Victorian Legal Aid and therefore, flexibility for locations will be required. FASS is funded by the Commonwealth Government via Victoria Legal Aid to provide

# Position Description

anyone who has experienced, used, or is alleged to have used, family violence with assistance as they go through the courts. This position is a face-to-face role that requires travel throughout Victoria.

Roles and responsibilities in this program will include but are not limited to:

- Assessing needs of men connected to Federal Circuit and Family Court of Australia (FCFCOA)
- Providing face-to-face and remote supports to men connected to FCFCOA
- Provide referrals to support men on a longer-term basis as appropriate
- Conduct risk assessments based on MARAM and Information Sharing legislation
- Completing comprehensive case notes
- Representing No to Violence and FASS within working groups, forums and meetings, internally and externally
- Preparing regular reports for Victorian Legal Aid
- Any other reasonable duties as directed by a member of the leadership team

## **Neighbourhood Justice Centre (NJC)**

The Neighbourhood Justice Centre (NJC) in the City of Yarra in Melbourne incorporates a multijurisdictional court, which implements therapeutic and restorative approaches to the administration of justice through a range of integrated, multidisciplinary services focused on addressing the underlying causes of people’s offending. NTV provides intake, assessment and brief intervention services for men attending the NJC in relation to family violence matters. This position is a face-to-face role that requires travel throughout Victoria.

Roles and responsibilities in this program will include but are not limited to:

- Assessing needs of men connected to the Neighbourhood Justice Centre (NJC) where Family Violence has been identified as a concern.
- Providing face-to-face and remote supports, counselling and case management to men connected to NJC
- Provide referrals to support men on a longer-term basis as appropriate
- Conduct risk assessments based on MARAM and Information Sharing legislation
- Completing comprehensive case notes, and court reports
- Representing No to Violence and NJC within working groups, forums and meetings, internally and externally
- Collaborating with multi-disciplinary Therapeutic team within NJC
- Preparing regular reports for No to Violence and NJC
- Any other reasonable duties as directed by a member of the leadership team

## **Drug and Alcohol Treatment Court (DATC)**

Located in the Drug and Alcohol Treatment Court (DATC) at the County Court. The role involves working with men affected by family violence, navigating the court system complexities to support the safety of service users and their children, conducting secondary consults, assessments and referring clients to ongoing support, the MFVC will work closely with stakeholders (such as DATC care team members and CISP case managers) to resolve family violence matters and/or where appropriate provide secondary consult. The role will provide non-legal advocacy and support to service users. This position is a face-to-face role that requires travel throughout Victoria.

# Position Description

Roles and responsibilities in this program will include but are not limited to:

- Assessing needs of men connected to the Drug and Alcohol Treatment Court (DATC) and/or Court Integrated Services Program (CISP), where Family Violence has been identified as a concern.
- Providing face-to-face counselling and assessment of men connected to DATC/CISP
- Provide referrals to support men on a longer-term basis as appropriate
- Conduct risk assessments based on MARAM and Information Sharing legislation
- Completing comprehensive case notes, and court reports
- Representing No to Violence and DATC/CISP within working groups, forums and meetings, internally and externally
- Collaborating with multi-disciplinary team within DATC/CISP, including providing secondary consultation
- Preparing regular reports for No to Violence and DATC/CISP
- Any other reasonable duties as directed by a member of the leadership team

## NEW AND EVOLVING SERVICES

In line with No to Violence’s core value of ‘Change’, the organisation continues to develop and expand its portfolio of programs and services. It is expected that MVFCs will work across new and changing programs which utilises counsellors core skills and experience as described above, including but not limited to;

- Client engagement
- Risk assessment
- Safety planning
- Single session counselling (telephone, webchat and/or face to face)
- Multi-session counselling (telephone, webchat and/or face to face)
- Case management and multi-agency collaboration
- Partner contact and support
- Referral and liaison
- Other duties as reasonably expected of a MVFC
- Associated reporting and administrative requirements

## DELIVERABLES

### Induction

- 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.

### Service Delivery

- 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.

# Position Description

- 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.
- Any other reasonable duties as directed by a member of the leadership team

## Incident Reporting

- 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.

## Ongoing Professional Development

- 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.
- Consolidate experience and learnings and build specialist family violence counselling skills and expertise.

## Other duties

- Other duties in line with the MFVC skill set and NTV EA 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.

## 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.
- Demonstrated ability and resilience to work with men who use profanity and who frequently choose a narrative and behaviour that is not in line with NTV values.

# Position Description

- Skilled in managing stress, resilience and self-care practices
- 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.
- Completion of regular clinical supervision and reflection practices with clinical supervisor and or experienced colleague / Regional Manager.

PSYCHOSOCIAL REQUIREMENTS	
Emotional Resilience	Counsellors must be able to manage their own emotional response to challenging and often distressing content they encounter. This includes maintaining professional boundaries, exposure to explicit language, and potential threats of violence.
Empathy & Compassion	Counsellors must demonstrate and provide appropriate care and support for clients in line with established practices.
Conflict Resolution	Counsellors must be skilled in conflict resolution techniques and the ability to de-escalate and reduce risk for both the client and AFM's.
Cultural Competency	Counsellors must be observant, respectful and ensure practice is culturally sensitive and appropriate.
Ethical Decision Making	Counsellors must maintain high ethical standards and ensure that their practice is ethical, compliant and in line with NTV Service standards at all times.

## 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.

# Position Description

- 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 \_\_\_\_\_