



**Barwon CASA
Counselling
Services**



BARWON CENTRE AGAINST SEXUAL ASSAULT / MINERVA POSITION DESCRIPTION

Title	Manager, Access & Support
Employment Type	Full Time / Part Time (min 0.8FTE)
Reports to	Executive Manager, Client Services
Direct Reports	5 <i>Specialist Family Violence Team Leaders x 2</i> <i>Team Leader Intake & After Hours x 1</i> <i>Support & Safety Hub Team Leaders x 2</i>
Work Location	Geelong
Date of review	May 2018

ABOUT BARWON CASA / MINERVA

Operating across the Barwon, West Melbourne and Wimmera areas of Victoria, Barwon CASA/Minerva offers a full suite of services for people impacted by sexual assault and women and children impacted by family violence. Our services include:

- 24-hour crisis care for victims of recent sexual assault and family violence, including advocacy and access to medical care and justice services;
- Intensive case management and court support for women and children who have or are experiencing family violence;
- therapeutic counselling and group programs for women and children who have experienced family violence; and adults, young people and children who have experienced sexual assault (including support for non-offending family members and friends);
- access to high security crisis accommodation for women and their children assessed as being at high risk of further harm; and
- early intervention services for children and young people under the age of 17 years who have engaged in problematic or abusive sexualised behaviours, and young people engaging in family violence behaviours.

Our organisation also delivers professional training and community awareness activities and we participate in a range of prevention activities to promote gender equality and negate violence supportive attitudes and cultures.

Our services are informed by feminist philosophy and we provide empowering, respectful and inclusive services. Our organisation's practice approach is shaped by contemporary research and evidence that highlights what is most effective when working with people who have been impacted by the trauma of sexual assault and family violence.

Our services also exist within the broader context of the Barwon Multi-Disciplinary Centre (MDC), a highly successful model of co-location between Barwon CASA/Minerva, Victoria Police Sexual Offences and Child Abuse Investigation Team (SOCIT), Police Family Violence Unit and Department of Health and Human Services Child Protection practitioners. In this specialised model, partner organisations work together to support adult and child victims from first disclosure of sexual assault and family violence to investigation and criminal prosecution. As a key partner,

our organisation provides a highly specialised response for people who are impacted by the trauma of sexual assault and family violence within an integrated and seamless environment.

ABOUT THE SUPPORT AND SAFETY HUB

The Victorian Government has committed to establishing a network of Support and Safety Hubs (Hubs) across Victoria to provide a new way for women, children and young people experiencing family violence, and families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services. The Hubs will also focus on perpetrators of family violence to keep them in view and play a role in holding them accountable for their actions and changing their behaviour.

The Hubs will deliver a fundamental change to the way services work with women, children and families, and men. The role of the Hubs is to provide:

- a more visible contact point so that people know where to go for specialist support;
- help for people to identify family violence and child wellbeing issues;
- support to access justice and legal support;
- advice based on contemporary risk assessment tools and guidance;
- specialist support and tailored advice for victims, families and children, and perpetrators;
- connection and coordination of access to support; and
- a system-wide view of service capacity, client experience and outcomes.

The Hubs will support the agency of women, children and families to ensure that the services they receive meet their needs and goals.

BARWON HUB

As one of five launch sites, the Barwon Hub will include a mix of staff employed by Family Safety Victoria and staff from Community Support Organisations in the Barwon area, including Barwon CASA/Minerva. By bringing together different workforces and practices, the Barwon Hub will create an integrated team and consolidated access point to create a new way of support for:

- women, children, young people and families experiencing family violence;
- perpetrators of family violence; and
- families in need of support with the care, development and well-being of children.

ABOUT THE ROLE

The Manager Access & Support provides senior operational management and leadership to the Access & Support teams within the Client Services Group. The role leads a group of team leaders who are responsible for our Specialist Family Violence Case Managers and for our Family Violence Specialist Practitioners in the Hub. The role is also central to building relationships across partner organisations in the Barwon MDC for the benefit of clients. The role is also responsible to provide back up on call support to the refuge and after hours crisis care service.

KEY RESPONSIBILITIES

The key responsibilities of the role include, but are not limited to:

- Participate as a member of the Client Services Group leadership team, providing advice, recommendations and support to the Executive Manager, Client Services, as required.
- Provide direct leadership to team leaders and indirect leadership to team members across Barwon/CASA and the Hub.
- Provide back up on call support to the refuge and after hours crisis care service.
- Build effective working relationships, collaborate and influence key stakeholders across the organisation, including the Barwon Support & Safety Hub and the MDC in delivering goals and objectives.
- Recommend, develop, implement and continuously improve agreed client service systems, process and procedures.
- Lead, coach and develop direct reports, providing ongoing formal and informal performance feedback, and supervision.

- Ensure the collective team meets client service delivery performance requirements including around receiving and managing referrals, risk assessment and safety planning, crisis response, interventions, advocacy support, documentation/case notes.
- Build a highly capable and engaged Access & Support team, including leading agreed interventions / activities for teams that build a culture of high performance, collaboration and innovation.
- Build a health and wellbeing culture across the Access & Support team, including implementing agreed strategies that build resilience and self-care. Ensure compliance with Occupational Health and Safety and risk management frameworks.
- Provide service delivery data and reporting, as required.
- Represent the organisation at relevant meetings / events and work collaboratively with partners and service providers across the broader service system, as required.
- Contribute to strategic, business and program planning, including monitoring and reporting.
- Actively participate in organisational quality and risk management processes including external accreditation requirements, as required.
- Provide coverage for team leaders, as required.
- Lead and / or participate in relevant supervision, training and other meetings as required.
- Ensure team understanding and adherence to relevant legislation, frameworks, standards, policies and procedures of the Hub, MDC and Barwon CASA / Minerva.
- Lead other projects and activities, as required.

Key Selection Criteria

Essential Qualifications and Experience

1. Degree or above qualification in social work, psychology, family therapy or similar discipline.
2. Minimum 7 years relevant experience post qualification.

Essential Skills and Knowledge

1. Senior leadership experience as part of a leadership team with significant relevant experience in the sector.
2. Experience leading teams, ideally as a leader of leaders, including being accountable for meeting group/team performance goals, recruitment & selection, performance management, coaching and development of employees.
3. Highly advanced understanding of trauma informed practice and the causes and impacts of violence against women and children.
4. Proven ability to provide advice and direction regarding complex matters including crisis intervention, comprehensive risk assessments and safety planning.
5. Excellent communication and interpersonal skills.
6. Demonstrated ability to navigate and influence across complex systems.
7. High level of collaboration, stakeholder engagement and influencing skills.
8. Proven resilience and the ability to prioritise competing demands.
9. Experience in implementing and leading people through change.
10. Well developed emotional intelligence, including self awareness.
11. Commitment to a learning culture and continuous quality improvement.
12. Competency in key components of Microsoft Office applications combined with the ability to learn and adapt to new information technology systems.

Other:

1. Commitment to the vision, values and purposes of Barwon CASA.
2. Current Victorian Driver's Licence.

Referees

Applicants must provide the name and current contact details of 2-3 professional referees including the most recent or current supervisor.

Period of Appointment

This position is ongoing, dependent on the continuation of funding to the service.

Hours of Work

- The position is full time or part-time; minimum of 30 hours per week (4 days);
- Hours will usually be worked during business hours of 9.00 am to 5.06 pm. between Monday to Friday;
- The days are based on the needs of the service;
- Flexibility in working hours will be required.

Salary and Conditions

- Social Community Home Care and Disability Services Industry Award 2010 (SCHADS) (Modern Award); dependant on qualifications and experience.
- Salary Packaging: PBI status with other expenses available to package above this cap.
- Superannuation: Paid in accordance with superannuation legislation with the default fund of First State Super or Hesta.
- Probationary Period - 6 months with a review conducted during this time.

Employee Responsibility – mandatory prior to commencement (employee expense)

- Valid Working with Children Check.
- National Police Records Check– renewed every 3 years of employment at employee expense.

This position description is subject to review and may change in accordance with the needs of our operation, our clients and our stakeholders.