VincentCare
Engage. Enable. Empower.

Hume Community Hub

POSITION DESCRIPTION

Position title	**Specialist Family Violence Practitioner (0.7)**
Award	**L5 Social, Community, Home Care and Disability Services (SCHADS)**
Location	**Gippsland (Bairnsdale)**
Reporting to	**Team Leader Shepparton**

ORGANISATIONAL ENVIRONMENT

VincentCare Victoria was established to provide a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria. VincentCare's primary focus is to:

- provide quality services for people at risk of or experiencing homelessness, people with disabilities including those struggling with complex needs including substance abuse and mental health issues.
- advocate for vulnerable and disadvantaged people, respecting their dignity and rights and providing support and encouragement to enable greater independence.

Our Mandate - VincentCare was established to extend the Christian Mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians.

Our Aspiration - To be the leader in providing care, hope and advocacy for those facing disadvantage.

Our Purpose - To create opportunities and lasting change for the most marginalised.

Our Values - *Courage, Leadership, Accountability, Compassion, Excellence, Dignity*.

Diversity Statement - VincentCare is committed to demonstrating the principles of self-determination, reconciliation, intersectional inclusion, equity, and social justice. This means that we will resolutely:

- Seek to understand what people think as a society about all the parts of a person's identity can negatively impact their life and ability to access appropriate services.
- Take specific steps to ensure that all staff, volunteers and clients feel valued and are treated with dignity and respect.
- Celebrate people's diverse physical and cognitive abilities, mental or cognitive health status, cultural background and ethnicity, gender identity, sexual characteristics, sexual orientation, age, faith or non-faith.
- Critically review our work to identify disadvantages and we actively seek to place the voices and expertise of marginalised people at the centre of our actions when improving our inclusion strategies.
- Lead by example in how we challenge disadvantage and contribute to a more equitable world which is free from discrimination and marginalisation.

HUBS

VincentCare services are provided through Hubs, with each Hub providing a range of supports and services including accommodation, case management, outreach.

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- **Inner Melbourne Community Hub:** Provides crisis accommodation and support services, including health programs, drug and alcohol case management, emergency relief and services for rough sleepers.
- **Northern Community Hub:** Provides a homelessness access point, metro family violence services, emergency relief and brokerage programs, Functional Zero, outreach and case management.
- **Hume Community Hub:** Provides specialist family violence services including refuge and crisis accommodation, after hours crisis support, case management, Flexible Support Packages as well as a Financial Counselling and Capability program providing emergency relief, financial counselling and community education.

STRATEGIC DIRECTION

VincentCare has initiated significant transformation, partnerships, leadership and action to guide the way the organisation delivers services to clients. VincentCare has done this to ensure that each individual's work culminates in fulfilling our purpose - to care for the most disadvantaged.

VincentCare's *Strategic Directions* builds our strengths and opportunities around: improving our client-centred focus to everything we do; growing partnerships, infrastructure, community engagement and funding; innovating our services, our workplaces and our organisation to be more agile and more responsive; cementing our place-based services and work toward an asset-based community development approach; and increasing our advocacy and influence to create lasting change for generations to come.

ROLE SCOPE AND PURPOSE

You will apply specialised skill and professional judgement when performing core work critical to the functions of VincentCare's highly effective Marian Community 24/7 Specialist Family Violence crisis and case management responses and the provision of supports and interventions to victim survivors experiencing and/or escaping serious risk family violence, including children.

In addition to the business hours service response in Bairnsdale, Specialist Family Violence Crisis responses are accessible in the City of Greater Shepparton, Moira, Strathbogie, Mitchell and Murrindindi Shires in both business hours and after-hours.

You will have day-to-day supports from on-site leadership as well as having operational supervision on a daily basis from the Team Leader, Specialist Family Violence Services based in Shepparton.

Having proven experience and knowledge of theoretical models and frameworks relevant to family violence and sexual assault, your key responsibilities include:

- Prioritising victim survivors voice and choice through a 'no wrong door' response.
- Promoting person-centred operational approaches that preserve and respect diversity, equality, choice and client participation.
- Providing high quality risk assessment and risk management practices that incorporates sharing and obtaining risk-relevant information and that promotes perpetrator accountability in accordance with the Victoria's Multi Agency Risk Assessment and Management (MARAM) framework.
- Advocating and practice collaboration across sectors and systems in providing consistent and contemporary intensive case management supports that focus on a wrap-around model of care in promoting the safety and recovery of victim survivors.
- Incorporating trauma informed and strength-based approaches that ensures and considers victim survivors' specific circumstances as well as promoting independence, resilience, recovery, and enhanced quality of life.

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- Communicating effectively, exercising sound judgement, and acting with confidence within a fast-paced environment while managing a complex case load and supporting the overall team function.
- Monitoring and assessing risk to own safety and be diligent in reporting any threats to personal safety in accordance with VincentCare policies and procedures.
- Supporting victim survivors in emergency and refuge accommodation, outreach and/or face-to-face, in relation to immediate needs, such as safety planning, risk management and the provision of material aid.

OPERATING PRINCIPLES

The VincentCare model seeks to reflect a collegial approach which means we:

- Collaborate and share information within the team to support policy development, the continuity and enhancement of service delivery, and the achievement of VincentCare's strategic objectives.
- Engage with all relevant stakeholders to inform our business planning and decision-making processes.
- Are transparent in our decision-making processes.
- Are loyal and committed to implementing the decisions made by the team in support of VincentCare's strategic objectives.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Collaborative practice	• Actively contributes to a collaborative, inclusive, and safe workplace, promoting diversity and inclusion. • Ensures client quality, compliance with standards, and supports best practices in dynamic environments. • Builds and maintains strong stakeholder relationships. • Provides culturally sensitive, safe, and inclusive practices to victim survivors while adhering to continuous quality improvement within Aboriginal and Torres Strait Islander Reconciliation and Rainbow Tick.
Client excellence	• Practices person-centred, trauma informed and strengths-based operational approaches that preserve and respect diversity, equality, choice, as well as client circumstances and participation. • Promotes high quality risk assessment and risk management practices that incorporates sharing and obtaining risk-relevant information and that promotes accountability for persons using violence in accordance with the Victoria's Multi Agency Risk Assessment and Management (MARAM) framework. • Commits to professional, effective, timely and accurate case management practices, including case notes.
Strategic directions	• Collaborates across VincentCare to advance shared goals, project initiatives and partnerships.

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	• Promotes diversity, inclusion, and accessibility while leading by example. • Supports continuous service improvement through program reviews, needs analysis, and change management. • Provides flexible support to clients and mentors others on best practice across the organisation.
Financial management	• Promotes and maintains accurate records when accessing VincentCare assets and systems. • Promotes and maintains accurate records of expenses and/or client brokerage in line with position delegation, VincentCare policies and procedures and funding obligations. • Operates at all times in accordance with VincentCare's delegation of authority policy assigned to the position level and responsibilities.
Profile in the community	• Commits to fostering consultation and collaboration with community and industry sectors. • Represents VincentCare ethically at consultations and forums, both internally and externally. • Builds and maintains productive working relationship with stakeholders to promote the good works and positive profile of VincentCare.
Service delivery	• Provides expert advice to stakeholders to inform evidence-based decision making and program priorities. • Leads and/or actively participates in program reviews and oversees processes for gathering client feedback. • Identifies opportunities to develop and implement operational processes, policies, and guidelines for forward planning.
Records management	• A sound understanding of program brokerage options within the realm of responsibility/delegation and assess/accesses as needed. • Maintains high level adherence to required client management and records keeping systems including timely and accurate case notes, consent, payments, risk profile and referrals.
Accountability	• Maintains up to date data records management systems to support accurate and timely reporting against performance targets. • Leads and/or actively contributes to periodic reviews of operational practices including risk and records management, program performance standards, policies, procedures and codes of practice to inform and/or improve service development and delivery. • Commits to ongoing professional development (mandatory or identified). • Demonstrates high level understanding of practice strengths and challenges, providing support and guidance to colleagues regarding complex cases.

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Policy and procedures	• Takes reasonable care for own safety and the safety of others, adhering to any reasonable instructions, policies, or procedures related to workplace health, safety, and wellbeing. • Maintains up-to-date working knowledge of relevant legislation, policies and guidelines that inform best practice. • Initiates and/or supports responses to address client concerns, complaints, critical incidents, and challenging behaviours, taking appropriate action in response to any immediate risks of harm to themselves or others, in line with VincentCare's procedures.
Approach	• Commitment to VincentCare's purpose, values, and Recovery Model. • Empathetic understanding of the impacts of disadvantage and upholding clients' privacy and dignity. • Safely and with confidence balances the interests of clients, the organisation, and the community while aligning practice with internal policies.
Compliance	• Complies with VincentCare's values, policies, procedures, and code of conduct. • Ensures compliance with legislative frameworks that inform workplace performance and practice, including recognised accreditation standards, e.g. Rainbow Tick, the Multi-Agency Risk Assessment and Management Framework (the MARAM), the Family Violence Information Sharing Scheme (FVISS) Ministerial Guidelines as established by *Part 5A* of the *Family Violence Protection Act 2008 (Vic)* and the Child Information Sharing Scheme (CISS) Ministerial Guidelines as established under *Part 6A* of the *Child Wellbeing and Safety Act 2005 (Vic)*. • Participates in scheduled operational and professional supervision and reflective practice. • Participates in periodic reviews of operational practices including risk and records management, program performance and codes of practice.

KEY SELECTION CRITERIA

Qualifications	• A degree level qualification in the field of social work, family violence or community services sector aligned to the Mandatory minimum qualifications for specialist family violence response roles | vic.gov.au (effective 31 March 2026). • Valid Victorian Driver Licence.
Experience - *essential*	• Evidenced understanding of professional client interaction and case planning principles that demonstrate accountability and responsibility. • High level understanding of issues and needs impacting clients who present for support, including clients at risk of homelessness, clients who may be

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	experiencing financial hardship, victim survivors, or clients who present with a disability or other identified barrier/s to equitable access. • Evidenced ability to provide holistic responses to address complex needs within a family violence context. • Proven ability to manage program plans, performance and resources. • Proven experience and capability in managing conflict and addressing challenging behaviours. • Knowledge of and commitment to the principles of social justice, human rights, self-determination and empowerment. • Demonstrated ability to engage respectfully and effectively with diverse and highly vulnerable communities, including Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse communities.
Skills and personal attributes	• Strong organisational and time management skills to meet deadlines in a high-volume, complex environment. • Demonstrates initiative, self-reflection, and sound judgment while supporting the team and organisation. • Proficient in Microsoft products, IT platforms, and effective communication, with proven ability to maintain professional relationships. • High degree of interpersonal and communication skills, both written and verbal. • Capacity to work autonomously and manage own workload. • Evidenced ability to contribute to team outcomes and a positive team culture. • Demonstrates resilience and perseverance in the face of setbacks, change and/or challenges.

MANDATORY REQUIREMENTS

- All appointments within VincentCare are subject to the incumbent holding and maintaining a current (i) Victorian Driver Licence; (ii) Working with Children Check; and (iii) a satisfactory police check.
- Character/performance reference checks and police checks will be undertaken prior to any job offer being confirmed and will be undertaken on a periodic basis during the period of employment.
- Disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

This position description is a general outline of duties, responsibilities and requirements of the role and is not an exhaustive list. From time-to-time VincentCare may review and amend the position description to meet organisational needs and may require the employee to perform other duties that are within the scope of their competencies and skills.

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