

POSITION DESCRIPTION

Position title	Specialist Family Violence Children's Practitioner
Award	L5/PP1–PP3 Social, Community, Home Care and Disability Services (SCHADS)
Location	Olive's Place – South-East Metropolitan Region
Reporting to	Specialist Family Violence Senior Practitioner/s
Direct report/s	Nil

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 a disability, and 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 and Inclusion - We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.

Grounded in the principles of social justice, we are committed to treating every individual with dignity and respect, regardless of cultural background, ability, ethnicity, gender identity, sexual orientation, or religion. We celebrate diversity, value differences, and employ passionate, skilled, and dedicated staff who drive our programs and services.

HUBS

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

- **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

In the past decade, 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.

Strategic Directions 2025-2028, builds our strengths and opportunities with a focus on five key outcome areas:

- 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.
- Increasing our advocacy and influence to create lasting change for generations to come.

ROLE SCOPE AND PURPOSE

Olive's Place is a specialist family violence program that offers safe, confidential accommodation and tailored support for adults and children who have fled their homes due to family violence. The program focuses on each person's individual needs, strengths and goals, recognising that everyone's experience and recovery journey is different.

Supports at Olive's Place aim to help victim-survivors regain safety, stability and control over their lives. This includes rebuilding confidence, strengthening self-esteem, and supporting people to make decisions that feel right for them.

The Specialist Family Violence Children's Practitioner provides child-centred, trauma-informed and developmentally appropriate support to children and young people residing in refuge and transitional housing due to family violence.

The role focuses on promoting children's safety, wellbeing, recovery and development; ensuring their voices and rights are prioritised; and delivering intensive case management in coordination with specialist family violence practitioners.

The position contributes to a whole-of-family approach and strengthens the capacity of parents and caregivers to support their children's recovery from family violence and longer-term stability.

The role requires strong understanding of family violence, child development, trauma impacts, the MARAM Framework and Information Sharing Schemes.

Additionally, this position includes phone-based on call responsibilities one week out of six.

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 the by the team in support of VincentCare's strategic objectives.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Core Specifics	• Provide high-quality, child-centred risk assessment for children and young people affected by family violence, in line with the MARAM Framework. • Develop and implement case plans that reflect the individual needs, safety, views, development and recovery goals of the child/young person. • Identify support needs and coordinate referrals to appropriate services, including maternal and child health, therapeutic supports and community programs. • Strengthen and embed child-centred practice across the service, including contributing to policy and procedure reviews. • Maintain up-to-date knowledge of local community agencies and resources and actively share this knowledge within the teams. • Provide individual and group education to parents and caregivers focused on positive parenting, routines, co-regulation, safe boundaries and understanding trauma. • Collaborate with the protective parent to strengthen protective factors, attachment and consistent responses to children's needs. • Provide in-person and online support to parents and children to attend key appointments, including court, maternal and child health services, and child protection care team meetings. • Represent Olive's Place at local family violence network meetings and contribute to strengthening collaborative partnerships.

	• Support and help facilitate reflective practice within the team, aligned with best-practice principles of the organisation's VincentCare Recovery Model. • Provide secondary consultation to colleagues and external services on the impacts of family violence and refuge stays on children and young people. • Participate in the on-call roster, providing phone-based support on designated weeknights and weekends (one week out of six). • Perform other duties as required.
Victim-Survivor Focus	• Regularly monitor the wellbeing, safety and support needs of children and young people engaged with the program, ensuring services are adjusted as required to meet their changing circumstances. • Advocate on behalf of children and young people to support their access to appropriate mainstream and specialist services, ensuring their rights, safety and developmental needs remain central. • Provide clear information to both children and their parents/caregivers about available options, supporting them to make informed decisions that promote safety, independence and long-term stability. • Ensure Aboriginal and Torres Strait Islander children and families receive culturally safe, respectful and self-determined responses, working in partnership with ACCOs wherever appropriate. • Ensure inclusive, safe and affirming responses for LGBTIQ+ children, young people and families, respecting identity, language and lived experience, and tailoring support to promote safety, belonging and wellbeing. • Ensure accessibility, inclusion and equitable support for children and young people with a disability, providing neuroaffirming and developmentally informed practice that adapts communication, reduces sensory and environmental barriers, and supports caregivers to understand and respond to individual strengths and needs. • Provide culturally responsive and respectful support to children and families from multi-cultural and multi-faith backgrounds, adapting communication, recognising cultural practices and experiences, addressing barriers to access, and ensuring families feel understood, included and supported within service responses.

	• Ensure all services delivered at Olive's Place are provided with professionalism, transparency and integrity, and uphold the Victorian Charter of Human Rights and Responsibilities at all times.
Strategic directions	• High level awareness of the organisation's Strategic Plan objectives. • Continuously works to improve service quality by supporting VincentCare to identify, create and implement program reviews, needs analysis, risk assessments and change management practices. • Collaborates across VincentCare to advance shared goals, project initiatives and partnerships.
Financial Management	• Promotes and maintains accurate records when accessing VincentCare assets and systems, including allocations of expenses and/or client brokerage in line with position delegation, policies, procedures and funding obligations.
Accountability	• Maintains up to date data records management systems to support accurate and timely reporting against performance, targets and associated funding compliance requirements. • Actively contributes to the development of appropriate governance and risk management frameworks, and reporting tools and systems to track, monitor and report on identified program milestones and deliverables. • Commits to ongoing professional development (mandatory or identified). • Maintains transparent communication, including communicating emerging issues that have the potential to impact reputation, collaboration, ethical service delivery, and/or the health and wellbeing of staff and clients.
Policy and procedures	• Takes all reasonable care for yourself and others and complies with any reasonable instruction, policy and procedure relating to work health safety and wellbeing. • Actively contributes to the development and review of standards, policies and procedures to inform and/or improve service development and delivery. • Maintains up-to-date working knowledge of relevant legislation, policies and guidelines that inform best practice. • Responds to client concerns, complaints, critical incidents, challenging behaviours and acts upon immediate risk of danger to self and others in accordance with VincentCare's procedures.

Approach and collaboration	• High level commitment to VincentCare’s purpose and values. • Empathetic consideration and understanding of the impacts of disadvantage when clients seek help and support. • Respects everyone’s right to privacy and dignity. • Attend and actively participate in team meetings and service planning days, and all staff meetings. • Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of Olive’s Place.
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 <i>Part 5A of the Family Violence Protection Act 2008 (Vic)</i> and the Child Information Sharing Scheme (CISS) Ministerial Guidelines as established under <i>Part 6A of the Child Wellbeing and Safety Act 2005 (Vic)</i>. • Participates in scheduled operational and professional supervision and reflective practice. • Actively participates in periodic reviews of operational practices including risk and records management, program performance and codes of practice. • Maintains high level adherence to required client management and records keeping systems including timely and accurate case notes, consent, payments, risk profile and referrals.

KEY SELECTION CRITERIA

Qualifications	• A minimum degree level qualification in social work or related discipline (<i>required</i>) As per the minimum mandatory qualifications requirements (Royal Commission into Family Violence (2015) Recommendation 209) https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners) all candidates wishing to apply for this role must be able to demonstrate that they meet minimum qualification requirements or equivalency principles, i.e. candidates are required to hold a Bachelor of Social Work or other equivalent qualification; or are considered exempt under the Policy; or have a minimum of 5 years relevant professional experience; or a related qualification as per the mandatory minimum qualifications
-----------------------	---

	requirement; or hold significant cultural knowledge and experience, lived experience, and/or have faced barriers to educational pathways (note Mandatory Requirements). • Completion of MARAM Comprehensive Family Violence Specialist Training (preferred). • Completion of Circle of Security training (preferred).
Experience - essential	• Family Violence: Demonstrated understanding of the dynamics of family violence, including the application of a feminist framework to recognise gendered drivers of violence and the specific impacts on children and young people. • Complex and Additional Needs: Demonstrated experience supporting adult and child victim-survivors with complex, intersecting needs, including First Nations families, children with disabilities, neurodivergent children and caregivers. Skilled in inclusive practice with LGBTIQ+, multicultural and multifaith families, and responding to the impacts of homelessness, social and emotional wellbeing and child protection involvement. • Case Management: Demonstrated knowledge and experience in applying case management frameworks and principles within a family violence context, with effective time-management and organisational skills. • Communication & Interpersonal Skills: Strong verbal and written communication skills and well-developed interpersonal skills. Demonstrated experience preparing high-quality reports, submissions, and other written documents. • Administration & Computer Literacy: Proven administrative capability, including accurate data entry, strong attention to detail, and high-level computer literacy. • Current Victorian Driver's Licence.
Skills and personal attributes	• Sensitivity Able to work respectfully with victim-survivors from diverse backgrounds, demonstrating cultural awareness, trauma-informed practice and an inclusive approach that upholds dignity, rights and safety for children, young people and families. • Teamwork and Autonomy Works independently and collaboratively, demonstrating self-motivation, accountability and effective time management. Contributes positively to team culture through communication, support and engagement in reflective practice.

	• Resilience Maintains professionalism and calm in crisis environments. Responds effectively to complex needs or behaviours, using supervision and healthy boundaries to support safe and trauma-informed practice. • Critical Thinking & Judgement Assesses risk and interprets information to make timely, informed decisions. Prioritises safety and best interests of children and young people in complex or uncertain situations. • Relationship Building Builds trust and rapport with children, families and partner agencies through clear, respectful communication. Supports collaborative service responses and positive outcomes.
--	---

MANDATORY REQUIREMENTS

- All appointments within VincentCare are subject to the incumbent holding and maintaining (i) a current Victorian Driver's Licence; (ii) a 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.

VincentCare welcomes applications from people from all backgrounds including people who identify as Lesbian, Gay, Bisexual, Trans, Intersex, Aboriginal and/ or Torres Strait Islander.

Applications for this role are open to female candidates (including trans, gender diverse and intersex women) only under Section 28 of the Equal Opportunity Act 2010.