



POSITION	Family Violence Policy and Governance Officer	STATUS	Full time or 0.8FTE
REPORTS TO	Manager - Clinical Governance and Supervision	LOCATION	Cheltenham - Head Office

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of “An Australia where all people experience positive relationships, truly value each other and live safer, more confident lives”. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 25 locations in Victoria.

PURPOSE OF ROLE

The overall purpose of the role is to ensure Better Place’s approach to preventing and managing incidents of family violence is best practice with a particular focus on raising standards and capabilities to identify, prevent and manage incidents of family violence within the client groups across all programs and disciplines.

WORK PERFORMED

- Working with the Clinical Governance Committee, review and redevelop the organisations policies, procedures and guidelines related to how practitioners identify, prevent and manage incidents of family violence across all service areas.
- Recommend to the Clinical Governance Committee ways to strengthen the organisations guidelines, policies and procedures for effective clinical supervision related to family violence.
- Introduce and support the application of sector reform strategies including but not limited to the Family Violence Information Sharing Scheme, service delivery with the Support and Safety Hubs (e.g. Orange Door).
- Lead the roll out of the MARAM Family Violence Tools and embed within current Clinical Practice guidelines.
- Develop staff capabilities to manage family violence through training, resources, and coaching.
- Provide secondary consultations and expert advice to practitioners dealing with issues of family violence.
- Contribute to the ongoing development of a Quality Framework and Policy Framework.
- Provide improvement recommendations to the Clinical Governance Committee regarding incidents, complaints, and consumer feedback and risk assessments related to clinical practice.
- Ensure high standards of ethical and professional standards which are compliant with Better Place Australia policy including duty of care.
- Ensure familiarity with key organisational policy and guidelines applicable to a clinical supervisory relationship across all programs.

Quality & Compliance

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff.
- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered.

- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure Better Place Australia's services comply with applicable funding contracts, including reporting requirements.

Administration Responsibilities

- Maintain accurate and up to date Client Records, including clinical notes, assessment documentation, correspondence and any other relevant information such as IVO's or Court Orders.
- Meet minimum Key Performance Indicators (KPIs) applicable to job role as per PPR process.
- Provision of accurate and timely reports to enable program and service evaluation and to inform decision making.
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case review.
- Be willing to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high quality professional practice.
- Attend and actively engage in supervision sessions as required.
- Participate in the annual staff appraisal process (Performance, Planning and Review).
- Maintain knowledge of, and adhere to, the policies and procedures of the organisation.

Other

- Other duties as assigned, and which are consistent with the position.
- Ensure compliance with Better Place Australia's Code of Conduct and related organisational policy material.
- Contribute to a culture of health and safety.
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

REQUIRED KNOWLEDGE AND EXPERIENCE

Essential

- Demonstrated commitment to child safety and evidence of active involvement in child safety activities and initiatives.
- Tertiary qualifications in a relevant discipline (such as Psychology, Health, Social Work) and professional membership with the relevant peak body such as AASW, AHPRA, ACA or PACFA
- Substantial experience working within a specialist family violence service provider.
- Thorough understanding and experience within Clinical Governance within a family violence context.
- Thorough understanding of the family violence context, including safety and risk assessment with affected family members and respondents, reporting etc.
- Significant experience working with families within a community services setting.
- A thorough understanding of the latest family violence standards, frameworks etc (eg MARAM).

Desirable

- Demonstrable experience as a service practitioner within the community services sector.
- Exceptional leadership skills together with a proven ability to motivate, influence, collaborate and successfully facilitate change.
- Comprehensive understanding of the Community Services sector including an understanding of current issues facing the sector and future directions.
- Demonstrated awareness and commitment to working with children, youth and families in the context of counselling, mediation, case management and other support services.

RISK SCREENING

- Current Victorian driver's license and access to own transport
- Current satisfactory National Police check
- Working with Children Check

PERSONAL COMPETENCY REQUIREMENTS

- Excellent verbal and written communication skills including the ability to write nonstandard reports
- Well-developed interpersonal skills including the ability to work effectively at all levels within the organisation
- Excellent customer service and internal consulting skills together with a proven ability to maintain constructive working relationships with a broad range of key stakeholders
- Excellent attention to detail and analytical skill
- Ability to work autonomously and as part of a team
- Self-motivated and comfortable achieving outcomes with minimal direct supervision
- Proficient in the use of the MS Office suite
- Motor vehicle driver's license and access to use of vehicle
- Highly skilled in the delivery of constructive and supportive feedback

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Manager Clinical Governance and Supervision
- Chief Executive Officer
- Better Place Australia Board
- Executive team
- Regional Services Managers
- Administration

External

- External partners
- Government funding bodies
- Other community services providers and Peak bodies

GENERAL INFORMATION

Better Place Australia is a not for profit organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.