

22 March 2024

Dear Applicant,

**Family Violence Practice Lead – Victims Assistance Program**

Thank you for your interest in the above position with Junction Support Services. Enclosed, please find the position Description and Reference Check documents that will require in order to apply for this role.

The Position Description is an important document with regards to your application as it outlines the key objectives and responsibilities of the role, as well as the condition of employment. This will help you to identify the skills and attributes Junction Support Services is seeking for this role.

The Position Description also contain information regarding how to apply, and a list of selection criteria. It is very important that you address each of the selection criteria points in your application to demonstrate your suitability for the role you are applying for.

For Further information regarding your application, the position, or the organisation, please do not hesitate to contact Administration Officer – People & Culture, Anna Woodland on 02 6043 7400.

Yours Sincerely,

*Anna Woodland*

Anna Woodland  
People & Culture Administration Officer  
Junction Support Services

**Wodonga**

155 Melbourne Road  
PO Box 1490  
Wodonga, Victoria, 3690

**Wangaratta**

9 Ely Street  
PO Box 377  
Wangaratta, Victoria, 3677

**Shepparton**

43A Wyndham Street  
Shepparton, Victoria, 3630

**Morwell**

Level 1  
15 Hazlewood Road  
Morwell, Victoria, 3840

(02) 6043 7400

[reception@junction.org.au](mailto:reception@junction.org.au)

### Position Description

<b>Position Title:</b>	Victims Assistance Program – Family Violence Practice Lead
<b>Program:</b>	Victims Assistance Program - Re-engagement & Community Safety
<b>Version No:</b>	02
<b>Probationary Period:</b>	6 Months from commencement date
<b>Location:</b>	Junction Support Services- Wodonga, Wangaratta, or Shepparton Office
<b>Award:</b>	Social, Community, Home Care and Disability Services Award 2010 (Victoria)
<b>Classification:</b>	Social and Community Services Employees, Level 5, Paypoint 1
<b>Hours of Work:</b>	Monday to Friday- between 8:30am and 5:30pm- 76 hours per fortnight
<b>Tenure:</b>	Fixed term 30 <sup>th</sup> June 2025
<b>Reports To:</b>	VAP Team Manager and Service Manager
<b>Date Approved/Updated:</b>	22/03/2024

Junction is a not-for-profit organisation who has been changing lives since 1989. We support people within our whole community – from infants who are part of our supporting young parent’s program, to the children and adults who receive counselling for trauma such as family violence. From the young people we care for in our Residential Care houses, to the adults of all ages who we support in response to homelessness and family violence.

Our purpose and vision are communities without disadvantage through supporting individuals and families to achieve their full potential. Our values are embedded in all that we do. They form the basis of our strategic and business planning, recruitment processes, training and leadership development. These are inclusive of:

- Inclusion & Diversity
- Integrity
- Innovation
- Collaboration
- Respect

We ensure our staff treat people as individuals and promote and encourage decision-making and community involvement across our service areas. Our employees proudly provide quality services to support our community and clients in a flexible, honest, fair and confidential manner.

### **Victims Assistance Program**

The Victims Assistance Program (VAP) is funded by The Department of Justice and Community Safety and is available across multiple locations across nine regions in Victoria – four metropolitan and five regional.

The aim of the VAP is to assist victims by providing an accessible service where victims are listened to, informed, and empowered in their pathway to recovery.

The objectives of the VAP are to:

- provide quality services that support the needs of victims so they can recover and thrive,
- assist and advocate on behalf of victims navigating the criminal justice system to enable victims to be informed and empowered and,
- establish and maintain collaborative working relationships with key stakeholders to support the delivery of seamless and accessible services to victims of crime.

The guiding practice principles for the VAP Service Model – include the following practice principles they are drawn from the Victim Service Review (VSR) and guide the VAP Service Model:

- **Victim-lead and trauma informed:** informed by a deep understanding of the impact of trauma and victimisation.
- **Holistic:** responds to the breadth of a victim's needs, including physical, psychological, practical, financial, and legal need.
- **Equitable:** recognises and reflects the needs and experiences of victims from diverse circumstances and backgrounds.
- **Coordinated:** provides a seamless and coordinated service experience for victims.
- **Timely:** provides multiple access points for victims to access the services they need at the stage at which they need them.
- **Specialised:** delivered by a skilled and capable workforce based on evidence and leading practice.
- **Accountable:** uses data to understand, target and evaluate the effectiveness of interventions at the individual, program, and system level to drive improvement data and innovation.
- **Culturally safe and inclusive:** supports cultural strengthening, promotes cultural rights, and addresses unconscious bias.

The VAP provides support to victims of reported or unreported crimes against the person in Victoria.

The VAP Family Violence Practice Lead (FVPL) is responsible for the delivery of the VAP Service Model as prescribed in the guidelines. The VAP FVPL's primary function is to build family violence capacity across the VAP workforce to facilitate best practice support to victim survivors of family violence. This will include, but is not limited to direct support, improving practice guidelines and secondary consultations and community and stakeholder engagement.

The VAP FVPL will also provide secondary consultations to non-specialist family violence workers within the VA to further support their work with victims who have experienced family violence.

The VAP FVPL will support the VAP Service Model to provide specialist and/or tailored responses to priority groups such as (including all victims experiencing family violence):

- Aboriginal victims
- male victims of family violence
- victims from culturally and linguistically diverse (CALD) backgrounds
- LGBTIQ+ identified people.
- people living with a disability.
- people with mental health issues or mental illness
- older people
- children and young people
- people who misuse or abuse substances (alcohol and/or drugs)
- isolated and/or rural people
- people experiencing homelessness.

The VAP FVPL is responsible for holding specialist family violence knowledge and practice experience when supporting victim survivors and operating within best practice frameworks when supporting victim survivors. The VAP FVPL is responsible for role modelling safe and inclusive practice across the program and support them to meet the needs of all victims. This includes helping victims to overcome the barriers to reporting and engagement and being responsive and adaptable to addressing barriers to victim participation, including holding a family violence focused lens in all service delivery. The VAP plays a critical role in creating access points and opportunities for these priority groups to access and engage in support.

#### **Position Objectives:**

1. Provide best practice support to victim survivors in partnership with other VAP team members.
2. Identify, assess, and manage family violence risk, while providing best practice support to victim survivors. This is in line with the broader VAP workforce.
3. Provide secondary consultation to non-specialist family violence workers within the VAP team to support their work with victims experiencing family violence.

4. Provide ongoing advocacy, support, information, and referrals to victims of family violence to ensure they are fully aware of justice processes and broader supports available.
5. To undertake team capacity building across the VAP workforce to facilitate best practice support to victims of family violence.
6. Facilitate stakeholder and community engagement.

**Organisational Context/Relationship:**

The VAP FVPL reports directly to VAP Team Manager.

**Internal Liaison:**

- CEO
- Chief Operating Officer
- General Manager- Client Services
- Service Manager
- Team Manager
- Other Managers, staff, and volunteers
- Finance and Payroll
- IT and Administration
- People and Culture
- Service Participants

**External Liaison:**

- Local Government, State & Federal Government Departments
- Department of Justice and Community Safety
- Court System Victoria
- Department of Education and Training
- Department of Families, Fairness and Housing
- Community Service Organisations
- Education and Training Providers
- Victorian Police
- Youth Justice
- Community Groups & Networks
- Peak organisations
- General Public

### Key Responsibilities:

#### Service Delivery:

- Provide specialised family violence knowledge and practice to support victim survivors, both male and female, in partnership with the broader VAP workforce.
- Practitioners to operate within best practice frameworks when supporting victim survivors.
- Build the capacity of VAP staff through a range of mechanisms, coaching, mentoring, secondary consultation, and training.
- Ensure the VAP provides a person-centred strength-based practice aimed at empowering victim survivors who have experienced family violence.
- Ensure comprehensive risk assessments are completed using the MARAM, FIVSS and CISS for all victim survivors in partnership with the broader VAP workforce.
- Ensure community and stakeholder engagement and establish and maintain partnerships with specialist family violence services to facilitate co-case management for victims of family violence and support referrals to identified perpetrators to appropriate services.
- Contribute to quality and continuous improvement of case management practices as part of Junction, specialising in family violence.
- Contribute to the development of practice tools for service delivery.

#### The Organisation:

- Implement Junction's aims and objectives through competent work practices.
- Comply with Junction's policies and procedures, funding guidelines and legislative requirements
- Adhere to established protocols that exist between Junction and other service providers.
- Follow Occupational Health and Safety standards, guidelines, and practices. Participate in the identification of potential and actual hazards and managing risks.
- Take responsibility for input into the day-to-day operations of the organisation, as well as policy development.
- Maintain the organisation's ideological framework of a strength-based work practice.
- Contribute to team building principles.
- Individually contribute to ensure effective communication occurs within the organisation.

**Administration:**

- Maintain administrative requirements of the program including confidential client records/case notes, reports, government mandatory data collection and other data collection processes.
- Provide written reports as required – for example, client file notes.

**Performance Development:**

- Actively participate in Supervision, fortnightly when on probation and monthly thereafter.
- Actively participate in JSS' Performance Development Framework (PDF) as per JSS' Performance Development Policy.
- Participate in own training and professional development as identified through the PDS.
- Ensure 100% compliance with all aspects of the PDS.

**Other:**

- Attend and participate in meetings as directed by the Service Manager and VAP Team Manager.
- Other duties as required by the organisation.

**Selection Criteria**

1. A Bachelor of Social Work or equivalent qualification or be working towards meeting the new mandatory minimum qualification requirements for specialist family violence practitioners under the Royal Commission into Family Violence, recommendation 209, and will be completed by the required timeframe.
2. Demonstrated specialist family violence knowledge and practice experience when supporting victim survivors.
3. Operate within best practice frameworks and hold experience and skills in building the capacity of other professionals through coaching, mentoring, secondary consultation, and training.
4. Demonstrated capacity to work creatively, show initiative and contribute to the development of tools for service delivery.
5. Highly developed communication, networking and interpersonal skills, ability to liaise effectively with a wide range of stakeholders within the community.

**Benefits**

- 5 weeks annual leave pro rata
- 17.5% leave loading on 4 of the 5 weeks annual leave pro rata
- Generous salary sacrificing available with a wide range of options.
- Annual wage increases (in accordance with Fair Work adjustment or CPI)
- 50 hours or \$500 pro rata (whichever occurs first) to contribute to relevant non mandatory and professional development training costs
- The support of regular internal supervision

- Access to Professional/Clinical Debriefing for critical incidents experienced in relation to work
- The potential to take leave without pay and an unpaid career break
- Ability to take all personal leave days as careers leave
- 4 weeks paid maternity leave or 1 weeks paid paternity leave
- Reimbursement for HEP A/B and flu vaccinations
- A supportive environment that includes comprehensive induction and assistance with professional development
- Access to agency vehicles for all work-related travel

### **Conditions of Employment:**

The Victim Assistance Program Family Violence Practice Lead position is full time, fixed term from commencement date to the 30<sup>th</sup> June 2025 and to be worked at 76 hours per fortnight, based primarily at Junction's Wodonga, Wangaratta, or Shepparton office. The service is operational between the hours of Monday to Friday – 8:30am to 5:30pm, as negotiated with the Service Manager. The position will require some work to be undertaken outside of normal working hours. There is no paid overtime, but any additional hours worked will be accrued as Time in Lieu.

This position is classified under the Social, Community, Home Care and Disability Services Award 2010, as Social and Community Services Employee, Level 5, Paypoint 1. The year selected as the commencement level of salary will depend upon qualifications and proven relevant experience and includes the option of salary sacrificing. The terms and conditions of employment are in accordance with Junction Support Services' Enterprise Agreement (2017).

A maximum accrual of fourteen (14) hours' time in lieu applies at any one time and is to be taken within one month of accrual. No more than four (4) weeks annual leave is to be accrued without manager's approval. Participation in the organisations after hours on call service is required in the role and will be on a roster basis.

Employer superannuation contributions will be paid in accordance with the Superannuation Guarantee Charge Act.

The successful applicant will be required to satisfactorily meet pre-employment checks, including at least two (2) professional referees, a criminal records check, Victorian Working with Children Check, and proof of qualifications.

The successful applicant will initially be engaged for a probationary period of six (6) months. A probationary review before six (6) months will be undertaken.



Organisational vehicles are available for authorised use and are to be used at all times for work-related purposes in accordance with the organisation's Motor Vehicle Policy. For this reason, it is a requirement that all employees hold a current driver's licence whilst employed with the agency. In the event of an internal application, accrued leave entitlements will be carried over.

### Application Procedure:

Junction Support Services does not bind itself to make any appointment whatsoever from applications received.

Applications must include:

- a covering letter;
- statements addressing each of the selection criteria points (found above);
- resume/CV detailing employment history and experience.
- a completed Reference Checks form (within this employment pack) providing the names and contact numbers of three professional referees (include current employer/supervisor) who can provide comment on work performance.

Applications must be received by 10am, Monday 15 April 2024 and emailed to:

[recruitment@junction.org.au](mailto:recruitment@junction.org.au)

Alternatively, sent to:

Anna Woodland  
Administration Officer - People & Culture  
Junction Support Services  
PO Box 1490  
Wodonga VIC 3689

For further information regarding details about the position, please contact the Administration Officer, Anna Woodland, on 02 6043 7400.

Applicants invited to attend an interview must bring to the interview their original certificate as proof of qualification.

**Declaration of Current and Ongoing Capacity:**  
**(To be completed by successful applicant only)**

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position as described both in writing in this document, along with any verbal explanations in terms of:

- a) The knowledge, skills and attitudes required; and
- b) My physical and psychological capacity to undertake the work.

I understand and accept that I must also comply with JSS' policies and procedures.

Additionally, I agree to notify Junction Support Services of **any change** in my capacity to meet the requirements as outlined in this Position Description, including any changes in the status of my driver's licence and/or my ability to meet legislative requirements such as the Working with Children Check and police check.

Name: .....

Signed: .....

Witnessed: .....

Date: .....

*Junction Support Services is a child safe organisation and is proud to be an equal opportunity employer.*

**Wodonga**  
155 Melbourne Road  
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**Reference Checks**

I, <name>....., consent to any reference checks that may be necessary to support this application.

Please give the names and telephone numbers and of three professional referees whom we can approach for references. These people will need to be able to adequately comment on the specifics of your work performance. It is a mandatory requirement that you obtain a referee from a current supervisor or direct manager, and therefore no personal referees should be supplied. Please note the third referee is required to ensure our recruitment process remains efficient and therefore, they may not be contacted.

**Referees**

1. Name: ..... Phone Number: .....  
 Organisation: .....  
 Relationship to applicant: .....  
*(eg, supervisor, manager, lecturer)*
  
2. Name: ..... Phone Number: .....  
 Organisation: .....  
 Relationship to applicant: .....
  
3. Name: ..... Phone Number: .....  
 Organisation: .....  
 Relationship to applicant: .....

I confirm the above referees have consented to act as a referee on my behalf and have given me permission to release their contact details to Junction Support Services for the purpose of this application. I understand that failure to gain the consent of the persons listed above to act as referees and provide their contact details may result in Junction Support Services not considering me for employment.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with Junction Support Services’ Privacy Policy, including the provision of access to that information.

I understand that any false or misleading information given in this application may render my employment, if I am appointed, liable to termination. I declare that to the best of my knowledge, the above information and that submitted in any accompanying documents is correct.

Applicant’s Signature: ..... Date: .....