

Position description

Title	Program Support Worker - Family Violence (SR0076)
Reports to	Team Leader Family Violence Services
Classification & Salary	SCHADS Level 4.1 (plus super and salary packaging)
Employment Status	Maximum Term Contract Part time (0.7 FTE) Working hours include day and sleepover shifts across 7-days including weekends and public holidays
Work Location	On site in Bayside Peninsula Area
Date	May 2026

Good Shepherd Australia New Zealand (GSANZ)

Our 2023–2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

Role Purpose

The Program Support Worker is an integral member of the family violence team and supports the provision of a strengths-based and trauma informed response to women and young people. In this role, the Program Support Worker also provides individual support to women and young people during business hours, overnight and during the weekend at Good Shepherd's high security refuge.

This role works closely with the Case Management and Therapeutic teams to support women and young people to achieve their identified goals. This role also provides administrative support to the program and completes other tasks to ensure the smooth delivery of service and the running of the site.

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Key Responsibilities

Duties include but are not limited to

- Assist with the co-ordination and facilitation of activities that meet the needs of women and young people as identified on their case plan
- Undertake activities with women and young people to assist them to meet their goals
- Assist with the development of life and living skills
- Provide emotional support and engage with clients in a non-judgmental manner, with a clear understanding of individual client's risk level, safety planning and additional needs
- Provide an afterhours response to the women and young people as required
- Arrange and facilitate access to appointments
- Provide support to the specialist family violence practitioners and the therapeutic team
- Transport clients as required
- Assist families through crisis situations
- Complete comprehensive induction for clients, to the site including emergency procedures and the local area
- Provide a point of contact for general enquiries
- Be comfortable with working as a sole worker, undertaking sleepover shifts, working weekdays or weekends
- Preparation of accommodation for new clients including on-site and off-site properties in a timely manner
- General cleaning duties as required, including but not limited to maintenance of office cleanliness, laundry, activity resources and toys sorting of donations.
- Assist in maintaining security on site and respond to issues appropriately
- Participate in OHS and compliance activities
- Report on property maintenance issues
- Maintain inventory and ordering of new stock as required
- Purchasing of material aid
- Adhere to relevant record management systems and comply with Privacy Legislation
- Ensure record keeping is in line with quality, auditing and accreditation standards
- Evidence, case note and records are kept and maintained up to date at all times in line with Good Shepherd standards.
- Participation in meetings, reflective practice and any other practice development as needed
- Perform other duties as required

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework

- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Minimum of Diploma of Community Services or equivalent
- Adherence to the Privacy Act and related legislation in regard to sensitive client information
- A commitment to the Child Safe Standards
- A current full Victorian driver's license
- Commitment to work agreed hours across day and sleepover shifts over 7-days including weekends and public holidays flexibility to undertake additional shifts as required
- Experience working in the family violence sector is highly desirable
- Knowledge of/training in the MARAM (Multi Agency Risk Assessment and Management Framework) beneficial
- Current First Aid Certificate desirable but not essential

Desirable Skills, Qualifications and Attributes

- Case or Support work experience, particularly working with families and young people presenting with diverse needs is desirable
- Strong administrative and organisational skills
- Excellent interpersonal and communication skills and the ability to relate respectfully to all staff and clients
- Ability to take direction and apply sound judgment
- Ability to easily build rapport
- Competent literacy and computer skills
- Strong and accurate data entry skills

- Strong attention to detail
- Ability to multitask whilst considering prioritisation of urgent tasks

Key Selection Criteria

1. Demonstrated understanding of a trauma informed approach
2. Demonstrated capacity to have person-centred conversations with a diverse range of people
3. Strong commitment to and capacity for teamwork and collaboration
4. Ability to undertake practical tasks, demonstrating flexibility and ability to prioritise
5. An ability to work autonomously and independently, as part of a team
6. Commitment to work agreed hours across day and sleepover shifts over 7-days including weekends and public holidays flexibility to undertake additional shifts as required

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

The above requirements will need to be supplied and verified prior to commencement.

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.

Good Shepherd Australia New Zealand (GSANZ) respects the dignity of all people, draws strength from, and celebrates the diversity of our community. At GSANZ, we strive for an inclusive culture where Aboriginal and Torres Strait Islander people, people of all sexual orientations and gender expressions and identities, people with disability, and culturally and racially marginalised people feel safe and that they belong.