

Position description

Title	Senior Specialist Family Violence Practitioner
Reports to	Team Leader – Family Violence Services
Classification & Salary	SCHADS Level 6 (plus super and salary packaging)
Employment Status	Full Time Fixed Term until 12/03/2027 (1 FTE)
Work Location	Hastings
Date	March 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 Senior Specialist Family Violence Practitioner delivers high quality face to face and over the phone support to women and children who are experiencing or have experienced family violence across the Bayside Peninsula Region.

The role involves extensive knowledge and understanding of the family violence response to support victim survivors with complex needs. The caseload held by this role involves high risk and complex needs requiring a deep understanding of MARAM and working with victim survivors and their children. The position provides client-centred and trauma-informed casework with an intersectional lens.

This role aims at supporting women and children to increase their safety through risk assessments and management. This involves working collaboratively with other services including leading care team meetings and participating in internal and external meetings as required. This role also involves providing secondary consultations and supervising students in their placements.

Key Responsibilities

- Provide a specialist family violence response to women and children who are/have experienced family violence.
- Undertake ongoing MARAM comprehensive risk and needs assessment of women and children including completing risk analysis and working on risk mitigation strategies.
- Ensuring that the children's voices are heard by assessing their risks and needs with them when appropriate to do so.
- Complete risk management plan and liaise with other services and stakeholders to increase safety of women and children experiencing family violence.
- Provide psychoeducation about family violence and the impact of its trauma on children.
- Completing outreach and providing material aid that promotes safety and addressing the clients' immediate needs.
- Developing, in collaboration with the victim survivor, a comprehensive holistic case plan while applying an intersectional lens.
- Producing high quality documentation including mapping the perpetrator's behaviour and its impact on the adult and children victim survivors.
- Supporting the victim survivors in appointments with other services as required.
- Engage in secondary consultations with other specialist services to ensure best practice when working with victim survivors.
- Complete referrals to other services to meet the children's and women's needs.
- Work collaboratively with external service providers to provide an integrated continuum of support to women and children.
- Completing all duties linked to the victim survivor's files.
- Engagement with professional networks to support women and children impacted by family violence.
- Provide consultation and support capacity building with other practitioners in their work with victim survivors as well as mentoring and supporting induction of new practitioners.
- Providing supervision, mentoring and oversight of students completing their placement.
- Attending and participating in meetings and other panels as required.
- Complete any other tasks related to providing a family violence service to women and children victim survivors

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

- Tertiary qualification in Social Work, Psychology or a related tertiary discipline meeting Rec209 Mandatory Qualification requirement or a Graduate Certificate in Family Violence (See below)
- Experience working in the family violence sector.
- Demonstrated experience using MARAM to assess risk, needs and protective factors of women and children, risk mitigation including safety planning and determining appropriate referral pathways.
- Demonstrated ability to apply a client-centred and trauma-informed framework to the various presentations of women and children.
- Experience working with diverse communities experiencing multiple forms of discrimination and disadvantage (e.g. Aboriginal and Torres Strait Islander communities; people from culturally and linguistically diverse communities; people with disability; people from LGBTI communities).
- Demonstrated experience working with women and children presenting with complex needs and behaviours (e.g. trauma, substance abuse, mental health, parenting issues, disability).
- Demonstrated knowledge of the impacts of family violence on women and children and the capacity to apply appropriate theoretical frameworks to practice.
- Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external.
- Demonstrated experience in providing secondary consults and supporting practitioners within the team.
- Demonstrated experience in preparing written reports, maintaining records, including case notes and data base reporting.
- Demonstrated success working as part of an effective and productive team, along with the ability to be self-directed.

- Demonstrated commitment to personal professional development including knowledge of the Royal Commission into Family Violence Recommendations and the broader impact of the current reforms on the family violence sector.
- A current full Australian Drivers License.

Key Selection Criteria

1. Experience working in Senior roles within the family violence sector is desired
2. Demonstrated capacity to provide short-term to longer-term case management in a family violence setting for high-risk victim survivors using the MARAM framework
3. Demonstrated ability to undertake comprehensive risk and needs assessments with victim survivors
4. Demonstrated ability to do risk analysis and mitigation and working collaboratively with victim survivors.
5. Demonstrated high level understanding of intersectionality and experience working with women and young people presenting with complex and diverse needs
6. Demonstrated ability to adapt to change and re-organise plans to place victim survivor's needs first

Family Violence Minimum Mandatory Qualifications under Recommendation 209

As per the minimum mandatory qualifications requirements via <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:

1. are considered EXEMPT under the policy
OR
2. hold a Bachelor of Social Work or other equivalent qualification
OR
3. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.
OR
4. hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact recruitment@goodshep.org.au to discuss this further.

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.