

Family Violence Prevention Support Position Description

Position Details	
Title:	Family Violence Prevention Support
Level:	3
Time Fraction:	Part-time
Position Relationships:	Reports to Coordinator Family Violence Prevention Program
Principal Location:	Melbourne CBD (Other sites, as may be required)
Position Purpose:	To support family violence prevention programs through: - providing high quality client services through telephone, e-mail, face-to-face client support and associated administrative services

Major Responsibility Areas	Key Performance Indicators
----------------------------	----------------------------

Administration

- High level and responsible contribution to education activities and customer service.
- To be well informed about all of Relationship Matters' services and programs.
- Provide administrative services and comply with reporting requirements in relation to data collection, entry and administration.
- Willingness to continue to develop skills and undertake further training, particularly to learn and master the Family Violence Prevention Programs administration, intake and assessment and other requirements for the role
- Provision of administrative support to the Branch(s) as required.

- Respond to client enquiries via telephone, email or face to face and collaborate with the line manager when necessary, and coordinate bookings to ensure a high standard of service
- Ensure all client information is accurately recorded in accordance with the organisation's requirements.
- Participate and assist in evaluations and reviews and report all client concerns to line manager.
- Proficient in the use of Penelope (Client Management System).
- Ensure group programs are booked. Book training rooms and online forums to support facilitators with program information, prepare, and maintain training facilities and materials.
- Record and maintain all client data collected through client surveys.
- Work unsupervised and remain fully occupied with administrative tasks during working hours.
- Other duties as required

Program Support and Facilitation

- Maintenance and oversight of administration of Relationship Matters' Family Violence Prevention programs as required.
- Ensure timely closure of and maintain current program databases.
- Maintenance and oversight of administration of the program courses, in accordance with the

- Allocate clients into the appropriate program in a timely manner.
- Oversight the enquiries waiting list and monitor and allocate clients to rolling intake programs in conjunction with coordinator
- Monitor enrolments and maintain course numbers in consultation with the coordinator.

<p>Relationship Matters Business Procedure Manuals.</p> <ul style="list-style-type: none"> • Support Co-ordinator Family Violence Prevention Programs to develop materials and courses as required. • Learn and understand Family Violence Prevention programs and the current legislation. Manage observers of MBCP as per standards and RM procedures. 	<ul style="list-style-type: none"> • Prepare program letters • Ensure all files are correctly stored and archived • Other duties as required • Maintain and record data as required by the organisation and stakeholders. • Assist/manage client data reporting to DJCS and DFFH funding bodies
<p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> ▪ Read and comply with of all Relationship Matters Policies and Procedures, and understand any new or updated policy as issued from time to time. ▪ Be aware of the location on the Intranet of policy documents, forms and processes that relate to your day-to-day work, for reference as required. 	<ul style="list-style-type: none"> ▪ Demonstrate a working knowledge of all Relationship Matters' Policies and Procedures.
<p>Other Clinical Responsibilities</p> <ul style="list-style-type: none"> ▪ Maintain confidentiality and duty of care, including identification of domestic and family violence. ▪ Maintain appropriate files and case notes as per organisational policies and procedures. ▪ Achieve the organisation's target for the program. ▪ Undertake supervision and professional development. 	<p>Demonstrate a working knowledge of key materials to support clients and role.</p>
<p>Workplace Health and Safety</p> <ul style="list-style-type: none"> ▪ Comply with safety in the workplace. ▪ Take reasonable steps to prevent risks to health and safety. ▪ Co-operate with Team Leaders and Management to enable compliance with safety, health and environmental duties. ▪ Report workplace incidents, hazards, accidents and emergencies immediately. 	<ul style="list-style-type: none"> ▪ Understand and abide by all OH&S policies and procedures, and communicate these as required. ▪ Participate in training, drills and procedures. ▪ Report identified risks to the OH&S Representative

Key Selection Criteria

(Please Note: Applicants need not respond in writing to all selection criteria)

- Appropriate undergraduate tertiary qualifications in the social/behavioural sciences or education will be highly regarded.
- Initiative, timeliness and absolute commitment to customer service, responsiveness and pride in helping and professionally assisting, internal and external clients.
- Excellent organisational and time management skills demonstrated by an ability to perform multiple administrative tasks at a high standard.
- Ability to work with client anxiety and concerns, both via the phone and in person.
- Excellent interpersonal skills, including the ability to communicate effectively with people of different age groups, and diverse social and cultural backgrounds.
- Computer competence with Relationship Matters' Client Information System (Penelope) and with the Microsoft Office Suite of programs, including Outlook, MS teams, Access, Excel and Word. Knowledge of WordPress and Moodle or willingness to learn highly desirable
- Knowledge of relevant legislation and regulations relating to family violence.
- Capacity to engage constructively and respectfully with individuals of diverse cultural and socioeconomic backgrounds, abilities and genders, to achieve mutually beneficial outcomes and promote the principles of social justice.
- Ability to take responsibility and work unsupervised, as well as part of a team.

Personal Qualities

- High level interpersonal capacities
- Affinity with Relationship Matters' values
- Generosity of spirit
- Capacity to 'join in'
- Team player
- Attention to detail

Terms and Conditions

- Salary will be negotiated according to qualifications and experience, in accordance with the SCHADS Award.
- The position is subject to satisfactory performance reviews.
- A six-month probationary period applies and will be formally reviewed with key responsibilities and position indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters' policy.
- Access to Employee Assistance Program.
- As an agency funded partially through the Commonwealth Department of Social Services all employees are required to sign an Oath of Confidentiality and consent to a National Police Check and hold a Working with Children Card.
- Have up to date vaccination status as required by the organisation

Acknowledgements

Position:	Family Violence Prevention Support		
Name:			
Signature:		Date:	
CEO:			
CEO's Signature:		Date:	
Probationary Review:	Six Months	Date:	