

Position Description

Family Safety Counsellor

Position Details	
Title:	Family Safety Contact Worker
Level:	SCHADS Award Level 5
Time Fraction:	0.4 EFT
Position Relationships:	Reporting to Manager Family Violence Program
Principal Location:	Level 4 – 255 Bourke Street, Melbourne
Position Purpose:	To increase safety and wellbeing of women and children. The role provides supports to women (partner or ex-partner) of Men who attend the Relationship Matter’s Men’s Behaviour Change program. The role includes risk assessment, safety planning, advocacy and referral.

ORGANISATION OVERVIEW

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship Learning Services
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Relationship Matters in the Workplace.

Relationship Matters has been supporting the community through counselling and education for over 75 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with eight physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

POSITION OVERVIEW

The Family Safety Contact Worker (FSCW) supports victims-survivors, who are the partners/ex-partners/family members of the men attending the Men's Behaviour Change Program. Men's Behaviour Change Programs work within a Partner Contact Model, where Family Safety Contact Workers contact current and past intimate partners of men participating in the program. The primary objective of the Partner Contact Model is the safety and wellbeing of women and children

This position works with the women to provide trauma-informed support, risk assessments, safety planning, and advocacy. The FSCW will work closely with clients, MBCP facilitators, men's case managers and other organisations to promote safety and wellbeing.

The role will provide secondary consults to build the capability and knowledge base of RM staff. There will also be opportunities to build partnerships with other Family Violence and support agencies through the promotion of the FSCW work.

MAJOR RESPONSIBILITIES

Family Safety Support

- Provide trauma-informed, client-centred support to partners of men participating in the RM MBC program.
- Conduct comprehensive risk assessments and develop tailored safety plans in collaboration with clients.
- Facilitate individual and group therapeutic interventions to support recovery and resilience.
- Work collaboratively with multidisciplinary teams, including Victoria Police, legal services, housing, and child protection agencies, to ensure coordinated support.
- Advocate for clients within the legal and social service systems to help them access necessary resources.
- Maintain accurate, factual and timely case notes, assessments, and reports in accordance with RM policies and funding requirements.
- Stay informed about current legislation, policies, and best practices in family safety and domestic violence intervention.
- Provide secondary consultation to internal staff and external service providers, offering expert advice on family violence risk assessment and intervention strategies.
- Develop and maintain strong relationships with external agencies, actively promoting the role and its functions to enhance referral pathways and integrated service delivery.
- Participate in community education and awareness programs on family violence and healthy relationships as required.

Quality, Risk and Safety

- Comply with Occupational Health and Safety legislation and organisational policies.
- Take reasonable steps to identify and prevent risks to health and safety in service delivery and within the workplace.
- Promote a healthy and positive organisational culture.
- Adhere to safe operating practices and environment,
- Report workplace incidents, hazards, accidents, and emergencies immediately.

- Contribute to analysis, review and development of organisational policies and procedures.
- Performance of other duties as required, provided such duties are within the range of staff member's skill, competence, and training.

KEY SELECTION CRITERIA

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

- Must qualify as Family Safety Contact Worker within the NTV MBCP Standards.
- A tertiary qualification in Social Work, Youth Work, or the behavioural sciences.
- Experience working with individuals and families affected by family violence and trauma.
- Strong understanding of MARAM risk assessment frameworks (
- Knowledge of feminist theoretical framework, gendered violence, and trauma-informed practice.
- Strong advocacy skills and knowledge of relevant legal and social service systems.
- Excellent interpersonal and communication skills, with the ability to engage with diverse clients and stakeholders.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Proficiency in maintaining confidential records and case documentation.
- Commitment to professional development.

Personal Qualities

- Affinity with Relationship Matters values
- Generosity of spirit
- Flexibility
- Highest ethical and professional standing

TERMS AND CONDITIONS

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2010, depending on skills and experience.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six-month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- Access to Portable Long Service Leave in the Community Services Industry
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.
- A current driver's licence is essential.
- Maintenance of confidentiality and reporting of serious matters in accordance with agency policy and procedures.
- Travel to the branches of the organisation, including some direct service provision from these sites is expected.
- Travel to other locations including travel at short notice and overnight stays may be required.



ACKNOWLEDGEMENTS

Position:	Family Safety Contact Worker		
Name:			
Signature:		Date:	
CEO:	Maya Avdibegovic		
CEO's Signature:		Date:	
Probationary Review:	Six Months	Date:	