 Senior Practitioner, queerspace and Family Violence

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| **Position Title:** | Senior Practitioner, queersapce and Family Violence | **Position Grade:** | SCHADS 6 |
| **Department/Division:** | Queerspace | **Position No.** |  |
| **Reporting to:** | General Manager or Manager queerspace |
| **Position summary/purpose:** |
| **First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.**To lead and provide high quality therapeutic and family violence services to LGBTIQ+ people and their families, and other clients, within DS’ Family Services Model of Practice. |
| **Key Responsibilities** |
| **Leadership** Earn respect, influence and obtain high performance from staff.Contribute to Operational Planning to assist in achieving individual, team and organisational program outcomes, targets and KPIs as per contractual agreements with funders and those determined by drummond street.Regularly monitor supervisee’s data provided by our Client Record Management System and other sources, ensuring accurate records of all funded activities are kept and take remedial action where necessary to ensure service targets are met and service quality is maintained.Monitor supervisee’s client feedback and respond to issues, including complaints from clients in accordance with DS policy and procedures.Implement communication mechanisms, including leadership, to ensure a free flow of information and ideas. **Service Delivery**Provide centre based and outreach support for children, young people and their families that reduce risks and increases protective factors.Provide queer sensitive and affirmative counselling and case management services to LGBTIQ+ people, women, trans, gender diverse and young people who have enacted family violence and victims of family and intimate partner violence.Conduct assessments of risk and protective factors including comprehensive risk assessments as appropriate.Develop and implement individual case plans in collaboration with the client and their family, consistent with ds’ whole-of-family approach.Provide appropriate referral to both internal and external support services to meet needs identified through the assessment and case planning processes.Utilise prevention and early intervention strategies and interventions that are holistic and family centred.Develop and facilitate group interventions relating to LGBTIQ+ family and intimate partner violence and mental health and well-being for the diverse range of LGBTIQ+ people and their families, including people of colour and those from culturally and linguistically diverse backgrounds.Support the design, delivery and implementation of evidence based and intentional family-based programs.Proactively build therapeutic relationships through engagement activities with the intention of identifying ‘vulnerable’ and ‘at risk’ families to build supportive pathways, positive help-seeking experiences and optimistic and intentional work within risk and protective factors framework to support client’s goals and aspirations.Assertive engagement of client cohorts that have specific needs, including those considered socially marginalised or resource poor to lessen the impact of social exclusion, including aboriginal families, emerging CaLD communities and greater risk cohorts including LGBTIQ.Provide regular written reports to the client’s referrer as required.Utilise appropriate assessment tools and measures, as well as outcomes and evaluation toolsContribute to the achievement of individual, team and organisational program targets and KPI’s as per contractual agreements with funders and those determined by drummond street.**Community Development and Training**Participate in professional development and training as identified in collaboration with line manager.Participate in individual and group supervision as well as communities of practice.Participate in annual performance reviews and professional development plans.Represent the organisation positively with a range of external health, social services and other relevant providers for the purpose of making appropriate client referrals, providing conjoint support where required, and promotion of agency programs.Use community development approaches (social justice, equality and mutual respect) to increase self-efficacy and empowerment of LGBTIQ+ communities.Develop and deliver training to community members, partners and the broader sector.Work collaboratively with other services to identify and address services gaps and client needs.**Accountability**Participate in the ongoing development of the service to ensure it is meeting community and client needs.Comply with funded service standards, practice manual, contract guidelines, and local operating procedures.Comply with Child Safe Standards and obligations under the Reportable Conduct Scheme and collaborate with others to ensure or workplace and programs are culturally safe and affirmative for employees, children and families.Ensure program case notes and other client information is recorded according to service standards and practice.Ensure reporting requirements for the program are undertaken.Work within risk management, quality standards and continuous improvement frameworks.**Research and Evaluation**Assist with the design and implementation of research and evaluation activities, and assist with data collection, recording and analysis and report writing as required.Participate in annual program reviews and contribute to the design and delivery of this project.**Risk** Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.Actively monitor and act to improve the quality and safety of client services.Commit to prioritising child safety and adhere to the Reportable Conduct Scheme for organisations.**OH&S**Identify, report and record all safety hazards, incidents and injuries.Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related ds OHS procedures and Safe Operating Procedures.**Quality Assurance & Improvement**Be proactive, engaged in and committed to creating great experiences for each client.Be open to new ways of doing things and respond to challenges with innovative ideas and solutions. **Social Differences** Role model, demonstrate and promote respect for and value social differences.Interact with drummond street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory. **Productivity** Focus on people as well as productivity.Monitor productivity, identify and implement improvements as needed.**Infection Control** Commit to all necessary infection control measures as directed, including: Practice hand hygiene keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc. Wear personal protective equipment (PPE) as directed.  |
| **Key Competencies/Skills** | **Experience Profile (incl Qualifications)** |
| **Competency** | **Technical/Functional** | Tertiary qualification in Social Work or equivalentA minimum of three years’ experience in the family services, family violence and/or mental health sectorsDemonstrated experience supervising and developing multidisciplinary staffDemonstrated knowledge and application of a range of therapeutic approaches for individuals, couples, families and specifically children and young peopleKnowledge of public health approaches to family violence and specialist knowledge of issues impacting on the LGBTIQ community and their familiesDemonstrated understanding of a gendered analysis of family and intimate partner violence and the limitations and challenges it offers when working with LGBTIQ peopleDemonstrated experience in delivery of group programs Demonstrated understanding of the needs, issues and sensitivities of people from diverse backgrounds including Aboriginal, LGBTIQ and culturally and linguistically diverse people and communitiesDemonstrated experience of working with families with complex needs such as family violence, drug and alcohol and mental health issuesDemonstrated capacity to work within integrated, collaborative and systemic approachesDemonstrated organisational skills including the ability to meet deadlines and prioritise work tasksDemonstrated capacity to work creatively, show initiative, contribute ideas and be active in a supportive team environment in an agency working to support individual and family relationships  |
| Adaptive Leadership SkillsOrganisational & Quality FocusPlanning & ImplementationResults Driven & Client Orientated Promotes productive work practicesCreative, flexible and solution focusedHigh level of self-awareness, professionalism and social justice values | Practice supervision skillsOperational and strategic planningInterpersonal, community & inter-agency relationships skillsAbility to work independently and as part of a teamHighly developed interpersonal, oral and written skillsHigh level skills in mental health and family violenceExpertise in therapeutic interventions and strategies, and knowledge of intersectional practice, knowledge of family violence in LGBTIQ+ context as well as mainstreamKnowledge of gender studies / queer theorySound knowledge of public health approaches to LGBTIQ mental health and well-being and the social determinants and impacts of family violence Experience in working in trauma counselling and recoveryFamily-aware and inclusive practice whilst holding risk and safety as paramountCultural and diversity humility Sound group facilitation skillsHighly developed administration and information technology skills |
| **Position Dimensions** | **Decision Making Authority** |
| No. Of FTE: 1Operates within cross-disciplinary teams and across multiple service sites.Supervisions of queerspace/ FV clinicians.Participant in relevant agency partnerships and community stakeholder groups where required. | Responsible for practice quality, including risk management plans, strategies and reviews across all areas of operational responsibilityIndependent professional judgement, including when to seek adviceSupervision and line management of staff and students as required Management of own caseload, as well as those of supervisees and students, in consultation with their supervisor as required |