## POSITION DESCRIPTION

### Family Response Facilitator – Domestic & Family Violence

<table>
<thead>
<tr>
<th>SERVICE STREAM</th>
<th>Family Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCATION</td>
<td>Toowoomba and Warwick</td>
</tr>
<tr>
<td>CLASSIFICATION</td>
<td>Level 5 - 6 Mercy Family Services Enterprise Agreement 2011</td>
</tr>
<tr>
<td>REPORTING RELATIONSHIP/S</td>
<td>Team Leader</td>
</tr>
</tbody>
</table>

### OUR PURPOSE AND VALUES

Mercy Community Services exists to support and empower those who are poor, vulnerable, marginalised or in a position of disadvantage. We aim to be recognised as a leading provider and facilitator of quality, responsive community services.

Our Values underpin all responsibilities of this position, and are based on the ethos and mission of the Sisters of Mercy Brisbane and are in alignment with Catholic Social Teachings.

**MERCY** ACCEPTANCE  EXCELLENCE  DIGNITY  EMPOWERMENT  INTEGRITY

### POSITION PURPOSE

This role is responsible for quality service delivery to children, young people, families and the community within the Family and Child Connect Service.

### KEY PERFORMANCE REQUIREMENTS

1. **Mission, Vision and Values**
   - Execute the duties and functions of the role within the traditions, mission, ethos, and values of the Sisters of Mercy and Mercy Community Services SEQ Ltd (MCS).
   - Contribute to the development of an organisational culture consistent with the philosophy and values of MCS.
   - Model MCS values and ethics through your personal leadership framework.
   - Practice the Sanctuary® Model, in line with MCS values.

2. **Service Delivery**
   - Provide specialised domestic violence advice and oversight across the entire FaCC team at all phases of family work, from initial contact through to closure, utilising an endorsed, evidence-based framework.
   - Actively engage individuals and families contacting the FaCC either in person or via telephone as required, especially those experiencing domestic and family violence.
   - Employ an evidence-based domestic violence intervention framework, that is aligned with Department of Communities, Child Safety & Disability Services requirements, in all aspects domestic violence practice.
   - Actively intervene with both perpetrators and victims (including children) of domestic violence, including group work as required.
   - Gather sufficient information from the individual or family members to inform assessment of the appropriate response required.
   - Report identified risk management issues that may impact on the safety and health of individuals and/or families, in line with the relevant organisational procedures.

---

Approved By: Executive Director

| Approval Date: | January 2015 | Implementation Date: | January 2015 | Review Date: | January 2017 |
KEY PERFORMANCE REQUIREMENTS

- Consult with the relevant Aboriginal or Torres Strait Islander Case Worker or Facilitator where information received involves Aboriginal or Torres Strait Islander people or families, to assess cultural safety factors and associated response implications.
- Consult with the PCPP as necessary to assess safety and risk factors for children, with a view to determining response type (including escalation to CSS RIS).
- Provide information, advice, referral and linkages to relevant services, to the assessed level of need as appropriate.
- Provide active case “holding” to individuals and families not immediately able to access specialised supports as necessary.
- Through outreach, engage with families with multiple high level needs, and provide active case “holding” and brief intervention.
- Provide domestic violence specialised input into safety and needs assessment and planning, including ensuring the Domestic and Family Violence Protection Act 2012 is understood and applied.
- Seek out and nurture close working relationships with other regional domestic violence services to promote integrated responses to family needs across the sector.
- Provide training and professional development to other FaCC staff relating to domestic and family violence.
- Actively promote and seek opportunities for improved cooperation, coordination and collaboration across relevant networks.
- Provide domestic violence input to Local Level Alliance processes.
- Provide operational input into strategic planning as required.
- Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds.

3. Documentation, Quality Systems & Continuous Improvement

- Comply with all Mercy Community Services policy and procedures.
- Maintain accurate records and data entry requirements.
- Perform duties in accordance with organisational requirements.
- Ensure documentation is created, stored and archived in line with organisational requirements.
- Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved, in consultation with the line manager.
- Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the Child Protection Act, and in consultation with the line manager.
- Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment.
- Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required.
- Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements.
- Work collaboratively with relevant stakeholders to prepare, undertake
## KEY PERFORMANCE REQUIREMENTS

and maintain external licensing/accreditation requirements.

### 4. Work Health & Safety
- Adhere to safe work practices at all times.
- Implement systems to ensure a safe workplace for all staff and members of the public.
- Report incidents and hazards immediately, in line with organisational procedures.
- Take immediate action to address identified/reported workplace health and safety matters in line with the hierarchy of controls/organisational requirements.

### 5. Other Duties
- Participate in staff development and team meetings.
- Engage in reflective practice and participate meaningfully in regular professional supervision sessions.
- Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.
- Other activities as directed.

## POSITION REQUIREMENTS

### Required to have

**Level 6**
- Extensive experience working with male perpetrators of DV including group work utilising an evidence-based practice framework in the child protection context with demonstrated results

**Level 5 and 6**
- Tertiary Degree or above in Human Services, Social Work, Psychology or similar.
- A demonstrated, evidence-based practice framework for understanding and working with domestic and family violence.
- Experience in working within the domestic and family violence sector and a working knowledge of the services, and responses required by families.
- Group facilitation skills and experience.
- Extensive experience in safety and needs assessment and planning, including application of the Domestic and Family Violence Protection Act 2012.
- Previous experience in working with people experiencing family violence, and a working knowledge of the services and responses available.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.

### Beneficial to have

- Experience in strengths-based casework with complex families
- Safety and Risk assessment skills
- Sound knowledge of the Queensland child protection system
- Understanding of Aboriginal and Torres Strait Islander people, CALD communities, including cultures and societies and the issues that impact them in a contemporary society.
- Queensland Provisional Green or above Driver’s License.
- Ability to obtain positive notice in the legislatively required personal history check in line with service stream compliance requirements.

**KEY SELECTION CRITERIA**

1. Demonstrated experience in addressing family violence in the community utilising an evidence-based intervention framework, as well as contemporary knowledge of the impacts relating to domestic and family violence and effective strategies to meet the needs of children and families experiencing violence.

2. Established connections and demonstrated experience working across a range of service providers, both government and non-government, to provide high quality services to families who have complex issues.

3. Demonstrated ability to engage, mentor, train and support staff and other services, working within and alongside the FaCC service, in managing responses to domestic and family violence.

4. Established support structures and self-care processes to manage personal resilience and ability to respond appropriately in circumstances involving conflict and family violence.

5. Willing and able to work within a Christian context and Mercy Community Services’ mission, purpose and values.

**EMPLOYEE ACKNOWLEDGEMENT:**

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name *(please print)*:  
Date:

Approved By: Executive Director

**Approval Date:** January 2015  **Implementation Date:** January 2015  **Review Date:** January 2017