

<b>Position Title</b>	<b>Family Violence Advocate - Family Violence Initiatives</b>
Directorate, Team	Family Violence Initiatives
Location	Boronia, Box Hill, Healesville and integrated outreach locations as required
Position reports to	Practice Manager - Family Violence Initiatives
Direct reports	Nil
Classification	5
Enterprise Agreement	Eastern Community Legal Centre Enterprise Agreement 2024- 2028
Employment type	Ongoing, part-time (0.6 FTE) 22.5 hours per week

## About Eastern Community Legal Centre

**Our Vision:** Human Rights | Fairness | Justice

**Who We Are:** Human rights, fairness and justice sit at the heart of what we do. We believe that this will lead to improved wellbeing and resilience of the communities and community members who we work with.

At our core, we are a multi-disciplinary legal service that works across the prevention continuum (prevention, early intervention and response) to improve the wellbeing and resilience of the communities and community members who we work with.

**Our Values:** Our values represent who we are, what we stand for and how we work. Our values demonstrate how we approach our work and our relationships with the individuals, communities and the system that we serve, and with each other.

<p><b>Heart</b></p> <p>We connect with empathy and compassion, listen to understand and lead with our hearts.</p>	<p><b>Justice</b></p> <p>We strive for equity, equality and access, and stand with those who are experiencing injustice.</p>	<p><b>Community</b></p> <p>We seek and nurture genuine connection with our community by prioritising accessibility, inclusion and diversity.</p>	<p><b>Courage</b></p> <p>We bravely push boundaries to drive change and create safe spaces to encourage new ideas and ways of doing.</p>
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## **Background**

ECLC has a longstanding commitment to addressing family violence and helping those that it affects through innovative and coordinated responses. While the Centre addresses family violence through a broad range of prevention, early intervention and response programs, the Family Violence Initiatives (FVI) teams implement and develop distinctive Health Justice Partnerships or Integrated Practice programs.

There are a number of programs that sit within the FVI directorate, including [SAGE](#), [Mabels](#), and [WELS](#). Each program provides a collaborative approach to service delivery, where the multidisciplinary team comes together to co-ordinate the case support of clients and to ensure that the intertwined legal, health, social and financial needs of a client and their children are considered.

## **Integrated Practice**

Integrated practice from a Community Legal Centre (CLC) perspective involves the integration of Community Lawyers, Community Service Professionals and Financial Counsellors working together to address the needs of clients. ECLC is committed to a collaborative approach to service delivery, where the multidisciplinary team comes together to co-ordinate the case support of clients and to ensure that the intertwined legal, health, social and financial needs of a client and their children are considered.

## **Mabels**

Mabels is a Health Justice Partnership between Eastern Community Legal Centre, Boorndawan Willam Aboriginal Healing Service (BWAHS) and three Victorian local government councils. The Program seeks to provide an early intervention response to family violence within the Maternal and Child Health (MCH) context by improving the responses of maternal and child health, legal, family violence and support services in a co-ordinated and integrated manner.

## **WELS**

WELS is a Health Justice Partnership between Eastern Community Legal Centre, Eastern Health and BWAHS. The program has been based on the Mabels model but adapted to provide an earlier intervention to family violence for women throughout their pregnancy by working as part of maternity services at Eastern Health.

## **SAGE**

The SAGE Program integrates a Community Lawyer and a Family Violence Advocate to provide a trauma informed approach to supporting women to engage with their legal, social and financial options in responding to family violence. SAGE is designed to provide a service that responds to the family violence legal needs of women who face additional barriers to accessing services, specifically:

- Aboriginal and Torres Strait Islander communities
- CALD communities
- Women with disabilities
- Women with mental health issues
- Women who are geographically and socially isolated.

The SAGE Program works in partnership with BWAHS and seeks to provide a service that is flexible and responsive to the diverse needs of women within a culturally safe and accessible framework.

## **Position Summary**

The *Family Violence Advocate – Family Violence Initiatives* will engage in integrated practice with the Family Violence Initiatives Community Lawyers as required to provide advocacy, safety planning and support to women experiencing or at risk of experiencing family violence. Using a trauma informed & strength's-based approach, the *Family Violence Advocate - Family Violence Initiatives* will undertake comprehensive risk assessments and support a client's engagement with her legal options and the legal system in seeking safety for herself and her children.

As part of the Family Violence Initiatives team, the *Family Violence Advocate – Family Violence Initiatives* will primarily work within the Mabels and WELS programs whilst providing support to the SAGE program as needed.

## **Key Accountabilities**

### **Direct Service Provision**

Provide high quality direct support and advice to women (and their children). This includes:

1. Providing interventions such as risk assessment, safety planning, case planning and short-term client coordination to women who have/are experiencing family violence, as part of an integrated family violence practice model
2. Addressing gender and power issues underlying family violence and support women to make informed decisions
3. Providing specialist family violence information and advice to the Mabels and SAGE teams, and Maternal and Child Health Nurses as well as other SAGE Partners as requested/appropriate
4. Facilitating women and children's access to a wide range of services and resources
5. Actively engaging in Mabels/WELS and SAGE processes in place to ensure integration across all areas of the program
6. Actively engaging in broader Family Violence Initiatives and processes in place to ensure integration across all areas of each program (Mabels, WELS and SAGE)
7. Ensuring compliance with the professional indemnity insurance scheme
8. Utilising ICT-based devices, applications, software and services to support productivity, effective communication and collaboration, and a digitally capable organisation

### **Community Development**

As agreed with the Practice Manager - and in conjunction with Family Violence Initiatives Leadership and staff, provide educative and preventative programs on family violence. This may include:

9. Engaging in partnership development activities with agencies and other local parties in order to build awareness of the service and the issue of family violence in the Eastern Metropolitan Region
10. Providing community education presentations and seminars

### **Integrated Practice**

11. Working in collaboration with Community Lawyers within the Mabels/WELS and SAGE programs to support clients engaging with their legal and psychosocial options in responding to family violence, where clients have consented to Integrated Practice
12. Where clients identify as Aboriginal, or mothers of Aboriginal Children, working collaboratively with Partner Aboriginal community-controlled organisation, if consented to by client
13. Active engagement in client reviews with the Practice Manager – Family Violence Initiatives and Managing Lawyers – Family Violence Initiatives when required
14. Active engagement and collaboration with all Family Violence Initiatives team members (including attendance at reflective practice)

### **General**

15. Word processing of documentation and correspondence and ensure relevant and appropriate records are kept
16. Provide written reports as requested
17. Ensure an understanding of, and abide by, all professional obligations relating to legal professional privilege and maintaining client confidentiality within a multidisciplinary team

### Organisational Participation

18. Undertake professional development in consultation with manager/supervisor
19. Actively participate in meetings and supervision with manager/supervisor as required
20. At all times comply with ECLC policies and procedures, as varied from time to time
21. Participate in organisational activities such as staff meetings, planning meetings and team development initiatives if required
22. Understand and demonstrate ECLC values
23. Undertake other duties or responsibilities, as directed, within the scope of this role and consistent with skills, qualifications and experience as may be required from time to time

### Decision Making

24. Decision-making authority over day-to-day workflow

### Key Capabilities

The Key Capabilities apply to all ECLC employees and describe the capabilities that are needed to meet our strategic goals.

Capability	Description
<b>Communicating with Others</b>	<ul style="list-style-type: none"> <li>▪ Adopts a professional communication style that demonstrates audience understanding, using clear verbal, written and interpersonal skills in both positive and negative situations</li> <li>▪ Negotiates confidently from an informed and credible position</li> <li>▪ Actively listens to, considers and acknowledges differing ideas and perspectives and contributes to group discussions</li> </ul>
<b>Working with Others</b>	<ul style="list-style-type: none"> <li>▪ Creates and maintains positive, professional and respectful working relationships and is transparent in all interactions, treating people fairly and equitably</li> <li>▪ Shares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationships</li> <li>▪ Recognises and reflects upon the impact of own actions/behaviours on others and uses a range of individual or organisational options to resolve interpersonal or behavioural issues</li> <li>▪ Focusses on group results &amp; celebrates teams' successes</li> </ul>
<b>Taking Action</b>	<ul style="list-style-type: none"> <li>▪ Seeks out information from various sources and obtains relevant facts before making decisions or proposing solutions</li> <li>▪ Demonstrates the ability to reach firm and clearly defined decisions, including consideration of broader context and risk, that are timely and objective</li> <li>▪ Takes responsibility for own decision making within scope of authority and delegates, consults and informs appropriately</li> <li>▪ Using a range of techniques, develops workable solutions to problems and challenges in collaboration with others</li> <li>▪ Contributes to and participates in process improvement and new approaches/ideas</li> </ul>

<b>Capability</b>	<b>Description</b>
<b>Coping with Pace, Challenges and Change</b>	<ul style="list-style-type: none"> <li>▪ Explores the reasons for change and is open to new and different ideas, approaches and processes and supports others in understanding change</li> <li>▪ Shows resilience and optimism, and remains calm despite barriers or difficult circumstances</li> <li>▪ Responds appropriately to constructive criticism and conflict situations, learning from experiences and identifying areas of self-development</li> <li>▪ Focuses on achieving objectives even under pressure and adopts appropriate strategies to balance work and life, maintain a reasonable workload and model this for others</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>▪ Motivates and empowers others, providing clear direction, development and coaching, and modelling behavioural standards</li> <li>▪ Supports an organisational culture that reflects ECLC values and vision</li> <li>▪ Values and encourages respect for diverse professional, cultural and personal experience, fostering multidisciplinary learning and practice, internally and with organisational partners</li> <li>▪ Builds and sustains high trust relationships, fostering openness in discussions and demonstrates good emotional intelligence and self-awareness</li> </ul>

## Key Relationships

<b>Contact / Organisation</b>	<b>Purpose of Relationship</b>
<b>Internal</b>	
<i>Director – Family Violence Initiatives</i>	Interaction to ensure alignment with organisational strategic objectives
<i>Program Manager – Family Violence Initiatives</i>	Regular interaction in relation to the development and completion of Mabels objectives and key activities
<i>Principal Lawyer – Family Violence Initiatives</i>	Regular interaction to ensure alignment with the Legal framework
<i>Practice Manager - Family Violence Initiatives</i>	Direct line manager, to actively engage in supervision and performance processes, receive regular feedback and support engagement with client review processes
<i>Managing Lawyer – Family Violence Initiatives (Mabels Lead)</i>	Regular interaction to ensure alignment with the Legal framework
<i>Managing Lawyer – Family Violence Initiatives (SAGE Lead)</i>	Regular interaction to ensure alignment with the Legal framework
<i>Community Lawyers – Mabels, WELS and SAGE</i>	To undertake and actively engage in integrated practice and support with the Community Lawyers – Family Violence Initiatives, to provide early intervention advice and support for women experiencing or at risk of family violence through the Mabels, WELS and SAGE programs
<i>Mabels Team</i>	Participate in Mabels team meetings, client reviews, community education, and all Mabels processes
<b>External</b>	
<i>Knox City Council, Yarra Ranges City Council and Maroondah City Council MCH services</i>	To foster collaborative and strong relationships and ensure quality service delivery

<b>Contact / Organisation</b>	<b>Purpose of Relationship</b>
<i>Boorndawan Willam Aboriginal Healing Services</i>	To establish and maintain strong relationships and ensure culturally safe and quality service delivery

## **Key Selection Criteria**

### **Mandatory Qualifications**

1. A relevant tertiary qualification in Health/Social Sciences, and/or extensive experience in the community/welfare sector.
2. At least 2 years demonstrated experience in delivering services to women experiencing or at risk of experiencing family violence

### **Essential Knowledge & Skills**

3. Demonstrated experience and understanding of the social and gendered context of domestic/family violence
4. Demonstrated significant experience in providing specialist family violence services
5. Demonstrated ability to provide a person-centred, trauma informed approach that assesses and manages risk to women and children experiencing or at risk of family violence
6. Demonstrated experience working with or within a multi-disciplinary environment particularly in family violence/child protection
7. Excellent communication skills as a motivated self-starter who can work independently and remotely and also work effectively in a team environment
8. Confident in the adoption and use of ICT-based devices, applications, software and services to support productivity, effective communication and a digitally capable organisation
9. Demonstrated computer literacy and experience in undertaking own administrative duties (e.g. word processing, file management)

### **Desirable Knowledge and Skills**

10. Community language or experience working with people from Culturally and Linguistically Diverse (CaLD) and/or Aboriginal and Torres Strait Islander backgrounds
11. Experience working in or demonstrated knowledge of the justice system and family violence processes in a legal context

### **Personal Attributes**

12. Ability to contribute to a positive working environment
13. Team orientation
14. Ability to work under pressure, flexibly, and across a diverse range of work requirements
15. A desire to actively contribute to ideas and systemic reform

### **Personal qualities**

16. Compassionate and empathetic
17. Discrete and professional
18. Capacity for reflection, and able to engage with a wide range of target audiences (clients, service partners, colleagues)
19. Understanding of the practice of feminist principles and values within a family violence context

## Additional Information

<b>Child Safety</b>	ECLC is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children at all times. As a 'child safe organisation', employment with ECLC is subject to a current Working with Children Check.
<b>Cultural competency</b>	ECLC strives to maintain a culturally competent and inclusive workplace. All staff are expected to undertake cultural competence training.
<b>Equal Opportunity</b>	ECLC is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation's policies and procedures.
<b>Flexible Working</b>	ECLC promotes flexible working to balance personal and work needs, including working from home and flexible work hours, subject to operational requirements. ECLC also operates a flexi-time system.
<b>Health, safety and wellbeing</b>	<p>ECLC is committed to ensuring the physical and psychological health and safety of all employees, volunteers and other people involved in our organisation activities. Our people are expected to comply with our Health and Safety policy and procedures.</p> <p>It is the employee's responsibility to:</p> <ul style="list-style-type: none"> <li>▪ Comply with instructions and take reasonable care to ensure their own health and safety, and that of others</li> <li>▪ Participate in the development of a healthy and safe workplace</li> <li>▪ Immediately report to their supervisor any perceived health and safety risk, and report any injury or illness immediately where practical, including completion of incident/injury forms</li> <li>▪ Not place others at risk by any act or omission</li> <li>▪ Use equipment safely and in a responsible manner</li> </ul>
<b>Pre-employment verification</b>	<p>Appointment may be subject to satisfactory completion of screening requirements including but not limited to:</p> <ul style="list-style-type: none"> <li>▪ A current Police Record Check</li> <li>▪ Verification of work right in Australia</li> <li>▪ Certified copies of qualifications</li> </ul>
<b>Self-referral</b>	It is ECLC policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.
<b>Work environment</b>	<p>The physical environment requires employees to work mainly inside the office and work for extensive periods on a computer.</p> <p>Some travel may be necessary between office sites and to attend outreach locations and/or meetings. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed.</p> <p>Occasional evening commitments.</p>

## Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that ECLC reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Name:		Signature:		Date:	
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