**Job Description Form**

**Family Safety Support Worker**

**Position Details**

**Position Number:** Generic

**Classification:** Level 5

**Award/Agreement:** PSA 1992 / PSCSAA 2022

**Organisational Unit:** Community Services / Service Delivery / District Office

**Location:** Metropolitan and Regional WA

**Classification Date:** May 2023

**Effective Date:** June 2023

**Reporting Relationships**

**This position reports to:**

Family Safety Coordinator, Level 6

**Positions under Direct Supervision:**

This position has no subordinates.

**About the Department**

The Department of Communities is Western Australia’s major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women’s interests; community services; prevention of family and domestic violence; seniors and ageing; volunteering; and youth. We also lead the State’s welfare recovery, following challenges presented by the COVID-19 pandemic.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

**About Family and Domestic Violence Response Teams**

Family and Domestic Violence Response Teams (FDVRTs) are a partnership between the Department of Communities, Western Australia Police Force and Family and Domestic Violence Coordinated Response Services (CRS). The FDVRT model aims to improve the safety of child and adult victim-survivors of family and domestic violence and the accountability of perpetrators collaboratively.

Responses to family and domestic violence are complex, requiring the involvement of many service systems and agencies including child protection, police, specialised family and domestic violence services, courts, health, and housing.

The FDVRT is considered to be the state's frontline response to family and domestic violence.

**Aim of the Role**

The Family Safety Support Worker works alongside the Family Safety Coordinator to provide intensive intervention, safety planning and support for families and individuals who are considered at highest risk of high harm from family and domestic violence.

Together, the Family Safety Coordinator and Support Worker aim to improve victim-survivors and their children’s safety, reduce the number of children coming into care, and help manage risks associated with the perpetrators use of violence.

Family Safety Support Workers will connect and work with individual family members, as well as the broader community to identify and engage the most appropriate services to assist affected people in escaping family violence, allow for healing, and build stronger and safer families.

**Role Statement**

Family Safety Support Workers will prioritise and support practices that assist in strengthening and enabling the effective delivery of the Multi-Agency Case Management (MACM) process, including sourcing, and offering advice to the Family Safety Coordinator to assist in increasing safety and wellbeing for identified at risk families.

Family Safety Support Workers assist the Family Safety Coordinator, FDVRT members and District staff to develop community and family capacity to provide a safe environment for children and adult-victim survivors experiencing family and domestic violence.

Developing and providing community education and information that raises awareness of support services for families and communities that build on strengths and wellbeing and encourage growth and healing.

**Position Duties and Responsibilities**

**1. Leadership**

* 1. Promotes family and domestic violence informed and culturally responsive service delivery, inclusive of MACM practices in the relevant FDVRT service area.

1.2 Develops and demonstrates expertise in case work and child and family safety in relation to family and domestic violence methods and theory.

1.3 Works autonomously within a multi-agency service and takes responsibility for case decision making around family and domestic violence situations.

**2. Responding to Family and Domestic Violence**

2.1 Contributes to a service response for Aboriginal families which prioritises family safety and aligns with the values of self-determination, shared responsibility, safety and empowerment, respect, culture, identity and recognises the cultural authority of cultural bosses, leaders and elders.

2.2 Contribute to a trauma-informed service response which focuses on managing risks associated with the perpetrator, in order to achieve safety of child and adult victim-survivors of family and domestic violence, allow for healing and build stronger and safer families.

2.3 Contributes to and facilitates assessments of risk to individuals and families experiencing family and domestic violence, in adherence with minimum standards, utilising tools such as perpetrator mappings and the Common Risk Assessment Risk Management Framework (CRARMF) to inform intake to MACM processes.

2.4 Provides support and advice to the Family Safety Coordinator to assist in increasing safety and wellbeing for at risk families who are open cases managed via a MACM intake.

**3. Family Safety Support**

3.1 Leads family and domestic violence informed practice approaches such as perpetrator mappings and mappings of victim-survivor strengths in order to inform the development of meaningful plans which address risk and assist families in achieving family safety.

3.2 Supports with the implementation of MACM safety and action plans by providing support, advice and services to at risk families with the aim of empowering families to create a stronger and safer family environment.

3.3 Supports at risk families to engage with key services that increase their safety and family functioning.

**4. Partnerships and Collaboration**

4.1 Where services do not yet exist, assist the Family Safety Coordinator in building relationships and networks with the local community, including the Aboriginal community and Aboriginal Community Controlled Organisations.

4.2 Maintain a current working knowledge and relationship with trauma-informed local support services that can assist and support Aboriginal families.

4.3 Work with perpetrators to promote and broker appropriate therapeutic supports for behaviour change.

4.4 Provides advice and support where necessary, to FDVRT members and District staff to support engagement with perpetrators.

**5. Inter-Agency and Community Collaboration**

5.1 Supports with practices that assist in strengthening and enabling the effective delivery of the MACM process.

5.2 Networks and liaises with appropriate cultural and indigenous services and communities that provide for Aboriginal child/ren or families, towards a goal of strengthening family functioning.

5.3 Provides a case management function for families that are subject of MACMs. This will include monitoring and reviewing of MACM plans and providing ongoing support to service providers in relation to their interaction with these individuals and families.

5.4 Works with the local FDVRT, District and key stakeholders to identify families suitable for a MACM.

5.5 Participates in and assists with stakeholder forums that seek to promote and improve service delivery and enhance the profile of, and processes relating to, FDVRT and MACM’s.

**6. Information Management**

6.1 Records and maintains up to date information regarding MACM meetings, local support options, consultation records and correspondence on the required database in a timely manner.

6.2 Attends regular meetings, supervision and training as scheduled.

**7. Other**

7.1 Utilises the Aboriginal Family Safety Strategy, engages and seeks guidance and support from Aboriginal Practice Leaders and Aboriginal Outcomes, Regional Office and FDVRT Central to ensure practices and initiatives are culturally responsive.

**Corporate Responsibilities**

1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.

2. Actively participates in the Communities performance development process and pursues professional development opportunities.

3 Participates in emergency or critical event response management duties as required.

4. Undertakes other duties as required.

**Work Health and Safety Responsibilities**

**All Employees (and Volunteers / Trainees / Contractors)**

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

**Supervisors (if applicable)**

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

**Essential Work-Related Requirements (Selection Criteria)**

1. Demonstrated knowledge and understanding of Aboriginal culture and family structures and the ability and preparedness to work with Aboriginal families and communities in developing culturally appropriate and effective responses to family and domestic violence risk.

2. Strong communication skills and an ability to work as part of a team and engage and build strong working relationships with a diverse range of clients and stakeholders.

3. Sound practical skills and experience in contemporary casework and/or community development practice models and methods, and their application in working with children, families and communities.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.

2. Appointment is subject to a satisfactory Working with Children (WWC) Check.

3. Appointment is subject to a satisfactory Client and Child Protection Check.

4. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time-to-time production of the licence may be required upon request by the Department.

5. Ability to travel to regional or remote locations, including by light aircraft, and to stay overnight or for short periods.