**Job Description Form**

**Family Safety Coordinator**

**Position Details**

**Position Number:** Generic

**Classification:** Level 6

**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:**

District Director, Specified Calling Level 6

The Family Safety Coordinator will be governed by the FDVRT Central Support and Coordination Unit (FDVRT Central), who will provide system-wide oversight of the role across FDVRTs.

**Positions under Direct Supervision:**

This position has the following subordinates:

* Family Safety Support Worker, Generic, Level 5

**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**

Family Safety Coordinators 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.

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

**Role Statement**

The Family Safety Coordinator will receive priority family lists from the FDVRT and Regional Executive Team.

Their role includes;

1. Convening Multi-Agency Case Management (MACM) meetings for those within priority lists,

2. Providing a case management function, aligned to casework practice guidelines, of those included in those priority lists, and

3. Lead priority working groups to strengthen service systems, address gaps and barriers and drive placed-based initiatives.

The Family Safety Coordinator provides a key interface between government agencies, community service organisations and the local community, gathering and sharing information to provide enhanced access to supports and services.

Where the most appropriate supports are not available, or do not yet exist, the Family Safety Coordinator will work with their community to create and deliver culturally safe, appropriate supports to those in need. This will include engaging with local Cultural Bosses, Regional and District Directors, Aboriginal Regional Coordinators, Aboriginal Practice Leaders, District Leadership Group members, Aboriginal Community Controlled Organisations, local businesses, educational, sporting and other community groups.

**Position Duties and Responsibilities**

**1. Strategic Leadership**

* 1. Operates at a system-wide level to promote family and domestic violence informed and culturally responsive service delivery, inclusive of MACM practices in the relevant FDVRT service area.

1.2 Provides strategic leadership and direction for local interagency priority working groups, operational staff and service providers working with families and individuals who are experiencing or contributing to family and domestic violence.

1.3 Strengthens relationships with family and domestic violence service providers and critical partner agencies, specifically Aboriginal stakeholders, to promote placed-based initiatives to address family and domestic violence.

1.4 Provides high level advice to District Directors and the District Leadership Team on issues relating to family and domestic violence service delivery.

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

2.1 Coordinates resources to deliver a culturally safe 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 Coordinates 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 Undertakes 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 Facilitates MACM’s to promote an integrated service response, with interventions to increase perpetrator accountability whilst promoting healing, and to support and ensure the ongoing safety of individuals and families experiencing family and domestic violence.

2.5 Provides advice, consultancy and training to partner agencies and District staff on matters concerning family and domestic violence intervention, methods and supports.

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

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

**3. Agency Coordination**

3.1 Implements and coordinates the MACM process in the relevant FDVRT service area.

3.2 Coordinates MACM screening, triage and facilitation.

3.3 Brokers and negotiates quality referral pathways within systems.

3.4 Oversees the development of MACM safety and action plans and the facilitation of access to supports and services in line with the plan.

3.5 Provide 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.

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

**4. Partnerships and Collaboration**

4.1 Leads and embeds the MACM approach across government and non-government agencies in the relevant FDVRT service area, in conjunction with local interagency governance groups.

4.2 Demonstrates community leadership through collaboration with other government and non-government agencies and community stakeholders, and active participation in relevant community activities.

4.3 Builds and maintains relationships and networks to promote and improve service delivery and enhance the profile of, and processes relating to, FDVRT and MACMs.

4.4 Leads and facilitates priority working groups and local governance groups to strengthen service systems, address gaps and barriers, enhance stakeholder participation and drive placed-based initiatives.

4.5 Provides support and assistance to agencies in resolving issues that act as barriers in the coordination and collaboration of service delivery including capacity building in other services to improve their understanding and responses to family and domestic violence.

4.6 Builds relationships and networks with the local community, including the Aboriginal community and Aboriginal Community Controlled Organisations.

4.7 Family Safety Coordinators to work closely with Communities family and domestic violence contracted services to ensure these services are part of the responses and are meeting the needs of the community.

**5. Information Management and Reporting**

5.1 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.

5.2 Maintains statistical and data collection requirements and provides information for the program evaluation.

5.3 Provides timely and accurate written and verbal reports to priority working groups, local interagency governance groups and the FDVRT Central Team as required.

**6. Other**

6.1 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. Highly developed communication and relationship building skills including the ability to negotiate, manage conflict, establish trust, network and gain co-operation with internal and external stakeholders.

2. Significant experience in working effectively in culturally appropriate ways with Aboriginal people and people from culturally diverse backgrounds in a FDV context, including a demonstrated understanding of past and current issues affecting Aboriginal and Torres Strait Islander communities.

3. Significant experience in and knowledge of family and domestic violence, family and domestic violence informed practice approaches, risk assessments and an understanding of the issues around working collaboratively with agencies to build and develop integrated responses to address family and domestic violence.

4. Demonstrated capability in case coordination or management, planning, developing and implementing consultation processes and process improvement and capturing relevant evaluation data.

**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.