

# ORGANISATIONAL OVERVIEW

## ABOUT OUR ORGANISATION

The Centre for Non-Violence Inc. (CNV) is a well-established organisation, with over 20 years' experience in providing specialist family violence programs and services for women and children experiencing family violence and at risk of homelessness, men who use violence in the family and working with families across the continuum of response, early intervention and primary prevention. We provide a range of services for women and children experiencing family violence; programs for men who use violence in the family, including men's behaviour change programs, Making aMENDs (a newly developed program for early intervention and working with the whole family), enhanced intake and case management; a young women's housing program for young women aged 15 to 25 who are pregnant and/or parenting and at risk or experiencing homelessness.

CNV works collaboratively with key stakeholders and partners regionally and statewide, to implement primary prevention approaches, innovative projects and influence coordinated community responses and policy to prevent violence against women and their children. CNV provides a key leadership role and auspices positions that support policy and practice integration and coordination implementation, including: Loddon Campaspe Family Violence Principal Strategic Advisor Co-ordinator and the Loddon Mallee Homelessness Network Coordinator, Communities for Children (C4C) and statewide advisory roles. CNV is active leader and innovator in primary prevention, community education and engagement projects, activities and initiatives.

CNV is also the lead agency for the Loddon Campaspe Integrated Family Violence Consortium that is funded to deliver the full suite of services for women and children experiencing family violence, and programs for men who use violence towards family members.

CNV is a child safe organisation. We value, respect and listen to children and young people. We are committed to the safety, wellbeing and inclusion of all children and young people, including the cultural safety of aboriginal children and young people, culturally and/or linguistically diverse children and young people, gender and sexually diverse children and young people and children with a disability.

CNV has an Employee Bargaining Agreement with its staff, which allows both negotiated salary packaging and flexible working arrangements.

CNV Inc. is duly accredited to both DHS (State) and QIC (National) Standards. Continuous quality improvement is an agency expectation.

### [Vision Statement](#)

Gender and social equality in a violence free world.

### [Statement of Purpose](#)

CNV is working towards its vision of a society free from violence, homelessness, discrimination, poverty and oppression by:

- Being responsive to the needs of women and their children through providing information, resources, housing options, referral, advocacy, education and support;
- Designing and delivering education, prevention and recovery programs to schools and the

wider community;

- Supporting the capacity of School Communities to care for and nurture children through the Solving the Jigsaw program;
- Ensuring women and children's rights are upheld;
- Challenging structural, legal and social inequities and advocating for change;
- Advocating for affordable, secure and safe housing options;
- Increasing community awareness of the social and systemic issues affecting women and children.

### Philosophy & Principles

CNV Inc. will be guided by a feminist philosophy and the following principles in its relations with service users, staff, other stakeholders and the wider Community.

- RESPECT is an active conscious process that acknowledges differences and accommodates conflict. CNV Inc. will work in a consistently respectful manner thus ensuring its practice is non-judgmental, validating, confidential, supportive and acknowledges the intrinsic value of each person. Respect engenders trust, empathy and equality between people;
- CO-OPERATION by valuing the strengths and ideas of others. CNV Inc. works collaboratively to develop and maintain relationships to achieve the best outcome(s);
- SOCIAL JUSTICE is an integral part of CNV Inc. practice, actively advocating structural and social change and the development of a society that is just, equitable and respects human rights;
- EMPOWERMENT, supporting women and children through a power sharing approach to identify their own needs and make informed decisions utilising their strengths. Empowerment engenders self-determination and promotes resilience;
- TRANSPARENT AND INCLUSIVE PRACTICES ensure rights are protected and advocated for and that the service is accountable to stakeholders and the Community;
- DECISION MAKING processes based on participation, consultation and information sharing, whilst respecting and acknowledging different roles, responsibilities, functions and skills

**Centre for Non-Violence Inc.  
(CNV Inc.)**

**POSITION DESCRIPTION**

**POSITION SUMMARY**

Title:	<b>Client Services Program Worker</b>
Classification:	Social and Community Services Award (SACS Award) Social Worker Class 1. Translates to Social, Community, Home Care and Disability Services Award 2010 – Level 4, pay point dependent upon experience
Team/Unit:	Client Services program
Work Location:	Office base is Bendigo within the CNV sites (with support work as assigned with the Shire and Sub-region)
Hours/Contract:	EFT 1.0 (38 hours per week)
Contract:	Ongoing (subject to funding)
Salary Range:	Salary Range \$68,291 to \$73,685 pro rata. Hourly rate \$34.56 to \$37.29. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office
Hours of Work:	Normal hours of work are between 9am and 5.06pm Monday to Friday  Some additional out of hours work may be required
Accountability:	Team leader
Travel:	Travel will be required throughout the Shire and the Sub-region and regularly to Bendigo

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**POSITION DETAILS**

**Position Context**

CNV Inc. has three major areas of operation: Client Services, Prevention and Development and Operations.

Our [Client Services](#) Division delivers a range of programs to the community including domestic violence outreach services for women and children experiencing family violence and/or homelessness; counselling for women and children experiencing family violence; young women's

housing programs; programs for men who use violence towards family members including men’s behaviour change, enhanced intake and case management.

There are small integrated teams of workers with representation of our various client programs including those supporting men, women and children. Teams work with clients from intake to closure using a key worker model.

CNV also delivers a range of programs that are designed to enhance safety and outcomes for women and children including the Risk Assessment Management Panel (RAMP), the Personal Safety Initiative and capacity building programs that connect with Child Protection and the Mental Health and Alcohol and Other Drugs sectors.

Our [Prevention and Development](#) Division provides a range of community engagement, research, advocacy and prevention programs including the auspices of the Family Violence Regional Integration Co-ordination program and Loddon Mallee Homelessness Network including the regional Children’s Resource Worker program.

Our [Operations](#) Division is responsible for all of our human resources, asset and financial management, OHS, quality assurance and administrative support to the organisation.

An Annual Work Plan guides the organisational priorities, which are informed by the CNV Strategic Plan and Continuous Quality Improvement Work Plan.

**Position Objectives**

The purpose of the Client Services Worker role is to:

- o Work as part of a family violence team that provides an integrated, coordinated, safety led response to individuals and families that prioritises: the safety, protection and wellbeing of children and young people; the safety and empowerment of women; and the responsibility and accountability of men who use violence in the family; and
- o Undertake direct work with young women who are pregnant or parenting and are homeless or at risk of homelessness providing support and case management. Within the Department of Human Services North Division (Loddon Area - Loddon Campaspe sub-region).
- o CNV Client services program has a strong commitment to working within the broader integrated community services sector which includes co location of CNV staff in a range of services across the Loddon Region. The co-location of CNV staff with the broader service system would include, but not limited to: Police, Family Services

**Key Accountabilities**

Key Result area	Major activities	Performance Measures
1. Provide an integrated and coordinated response to individuals and families where family violence is present, in particular to women and their children who are experiencing	Perform intake and response functions.  Conduct risk assessments, develop safety plans and risk	Files, Supervision and feedback from clients demonstrate: <ul style="list-style-type: none"> <li>• Risk Assessments are completed accurately, professionally, monitored and</li> </ul>

<p>family violence and men who are using violence against family members.</p>	<p>management strategies in conjunction with clients using CNV’s family violence risk assessment and management framework.</p> <p>Case work with people experiencing family violence including those experiencing difficulties with mental health, disabilities, substance misuse, housing finances and parenting.</p> <p>Identifying concerns for the safety and wellbeing of children and working with their families to address these concerns within the Common Risk Assessment Framework.</p> <p>Develop case plans in consultation with clients.</p> <p>Implement and review case plans.</p> <p>Referrals to other services as required.</p> <p>Offer support and advocacy for women when engaging in Police, Court, Child Protection, health, housing, disability and mental health systems.</p>	<p>recorded in accordance with CNV practice guidelines;</p> <ul style="list-style-type: none"> <li>• Engagement with clients;</li> <li>• Support and advocacy within the broader system; and</li> <li>• Case plans are developed in conjunction with clients &amp; reviewed regularly.</li> </ul>
<p><b>2.</b> Undertake direct work with young women who are pregnant or parenting and are homeless or at risk of homelessness providing support and case management.</p>	<p>Conduct needs assessments, develop case plans in conjunction with young women.</p> <p>Case work with young women experiencing homelessness including those experiencing difficulties with mental health, disabilities, substance misuse, finances and parenting.</p> <p>Identify concerns for the safety and wellbeing of children and work with their families to address these concerns using the Best Interests framework.</p>	<p>Files, Supervision and feedback from clients demonstrate the use of:</p> <ul style="list-style-type: none"> <li>• The Best Interests Framework;</li> <li>• Engagement with clients;</li> <li>• Support and advocacy within the broader system;</li> <li>• Case plans including regular reviews and notes demonstrating input from clients</li> </ul> <p>Supervision as per CNV policy</p>

	<p>Develop case plans in consultation with clients.</p> <p>Implement and review case plans.</p> <p>Referrals to other services as required.</p> <p>Offer support and advocacy for young women when engaging in Police, Court, Child Protection, health, housing, disability and mental health systems.</p>	Feedback from clients
3. Team work	<p>Actively contribute to peer support and group supervision.</p> <p>Attend and contribute to team, program and agency meetings.</p> <p>Participate in team building activities/tasks.</p>	Activities are carried out as evidenced by meeting minutes and supervision records.
4. Maintain accurate records and complete data as required by the agency and DHHS.	Completing SHIP data systems records of all clients including case notes.	<p>SHIP status updates completed on a monthly basis.</p> <p>Up to date, accurate case notes.</p>
5. Professional development	<p>Attend regular training to ensure skills and knowledge are relevant.</p> <p>Have a current Performance Development Plan to identify areas for development.</p>	<p>Current Performance Development Plan</p> <p>Annual Training record</p>
6. CNV Code of Ethics	Adhere to CNV Code of Ethics, including the Child Safety Code of Conduct	Core values are reflected in decision making and everyday behaviour in professional relationships and direct services.

### Key Challenges

- Responding to competing complex work demands
- Self-care – work life balance

## KEY SELECTION CRITERIA

### Qualifications & Experience

- Tertiary qualification in social work or welfare studies;
- Experience in providing case work to individuals and/or families accessing services within the community or health or education service sector.

### Core Competencies

- Knowledge and understanding of family violence and young homeless women's issues in accordance with service philosophies;
- Demonstrated experience working with Children and children with a disability and commitment to Children's rights and its application to service delivery;
- Demonstration of Aboriginal cultural safety and awareness for women and children and demonstration of cultural safety for children from culturally and/or linguistically diverse backgrounds;
- A demonstrated understanding of feminist practice and its application in responding to the gendered nature of violence against women and its impact on children / adolescents including;
  - A demonstrated commitment and ability to work with children who are experiencing family violence in a respectful, empowering way;
  - An understanding of children and young people's rights;
- Well-developed organisational skills with the ability to effectively and independently organise one's workload, set priorities, ensure adherence to service standards and established guidelines.
- Well-developed communication (both oral and written) skills with the capacity to prepare reports, case notes and correspondence in a clear and concise language and the ability to assimilate information from varied sources.
- Well-developed information technology skills including ability to enter data, maintain electronic client files, ability to use a range of modern technology equipment.
- Well-developed interpersonal skills with the capacity to liaise effectively with a wider range of clients and service providers including the ability to work cooperatively as a member of a team. Have a demonstrated ability to work in a professional manner conducive to effective team development.

## APPLICATION PROCESS

### How to apply

To be considered for shortlisting and an interview, applications must include the following:

- Covering letter;
- Each Key Selection Criteria must be addressed and it is essential that the information you provide is clear, concise and most importantly relevant, so that the selection panel can readily assess your application. You will need to demonstrate that you have the necessary knowledge, experience and qualifications to successfully carry out the duties of the position.
- Current Resume;
- The names and contact details of three professional referees, ideally one should be from your supervisor and from your most recent employer;
- All application enquiries, please contact Cate Moloney (03) 5430 3000.

### Safety Screening and Mandatory Criteria

- All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process;
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check;
- A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment;
- All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process;
- Employees must hold a valid driver's licence.

### APPLICATIONS

**CLOSING DATE:**

**Monday 23<sup>rd</sup> September at 4.00pm**

Email Application to:

[vacancies@cnv.org.au](mailto:vacancies@cnv.org.au)

### **VERIFICATION**

This section verifies that the employee and supervisor have read the above position description and are satisfied that it accurately describes the position.

**EMPLOYEE:** Signature..... Date.....

**SUPERVISOR:** Signature..... Date.....

## RELEVANT INFORMATION

### BENEFITS OF WORKING WITH CNV

- Attractive salary packaging, can earn up to \$15,860 tax free
- Above award wages and generous EBA conditions
- Excellent work/life balance
- Supportive and friendly organisational culture
- On-going training and development opportunities

### ROLES AND RESPONSIBILITIES

All employees are responsible for ensuring that they comply with all CNV's policies and procedures. All employees are responsible for the efficient and effective use of resources. All employees are expected to work as part of a committed team that meets clients' expectations by providing a responsive and high-quality service delivery, in a respectful and dignified manner. This includes being part of the delivery of programs and services to standards of improvement required for our accreditation process.

### PRE-EMPLOYMENT CHECKS

CNV has a duty of care to its clients to create and maintain a safe, health working environment; therefore, any persons employed by CNV will be required to undergo satisfactory pre-employment checks, including 3 professional referees, a pre-existing Health declaration, a criminal records check and proof of identify and qualifications. Only criminal history that is relevant to the inherent requirements of the position is taken into consideration.

### PRE-EXISTING MEDICAL CONDITION CHECK

Under Victorian Workcover legislation, it is the applicant's duty to advise CNV of any pre-existing medical condition/s, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardize any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.

### CODE OF ETHICS

The code of ethics provides the parameters for acceptable and unacceptable behaviour while at work or while on work related business off site. All employees of CNV are to act in the best interest of CNV as a whole with honesty, in good faith and with due care and diligence. All employees must comply with CNV's Code of Ethics and agree to work according to our values of; Respect, Co-Operation, Social Justice, Empowerment, Transparent and Inclusive Practices Decision Making.

CNV has a zero tolerance of child abuse and our Code of Ethics enforces appropriate behaviour and expectations with children. A Child Safety Officer has been appointed and can answer questions or concerns in relation to child safety.

## PROBATION PERIOD

The position is subject to a 6-month probation period during which time you will receive advice and guidance to help you become familiar with and competent in performing the requirements of the position. During this period, either party can terminate employment with one week's notice. A probationary review before 6 months will be undertaken.

## OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS

CNV is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and CNV's policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others;
- Participate in Occupational Health and Safety training;
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement and contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.

Any OH&S matters must be reported to either the OH&S Rep, General Manager, Operations or the relevant Manager.

## RISK MANAGEMENT

Employees are required to follow all policies and procedures in relation to risk management. Employees are expected to:

- Participate in risk assessments.
- Demonstrate an understanding of, and a commitment to, CNV's Risk Management Framework
- Report all hazards and incidents of which they become aware.

## USE OF CONFIDENTIAL INFORMATION

Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body or CNV.

Both during and after employment with CNV, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at CNV for any purpose other than the discharge of official duties.

## PRIVACY

CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principles (APPS) and is committed to protecting the information it collects, monitoring its use and

maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required.

#### NON-SMOKING POLICY

CNV has a no-smoking policy which prohibits smoking in all CNV's buildings and vehicles.

#### EQUAL OPPORTUNITY

CNV offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

#### DIVERSITY

CNV is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people living with disabilities and culturally and linguistically diverse backgrounds.