



POSITION DESCRIPTION

Version 3.6

POSITION TITLE:	Rapid Response Worker – Family Violence
FTE:	1 FTE (negotiable to 0.8 FTE)
CLASSIFICATION:	3.1.2 (SCHADS 5)
DIVISION:	Health and Community Services, Community Services Division
PROGRAM:	Family Violence, Homelessness and Therapeutic Services
LOCATION:	Hybrid, in accordance with the Windermere Ways of Working with your primary location being the South Eastern Melbourne, including outreach to support consumers. Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
TENURE:	Ongoing
DATE:	May 2025

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities.

Our Vision:

A stronger, connected and supported community.

Our Promise:

Our many services working together with you for a better life.

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
<p>Delivery of Rapid Response/Crisis Response functions of the program area.</p> <p>Provide interim support to rapidly respond to victim survivors in crisis and those with immediate comfort and safety needs.</p> <p>Work within the Practitioner Coaching Framework (PCF) to coach and develop our consumers' skills to live independently and free from violence.</p>	<ul style="list-style-type: none">• Work in alignment with the MARAMIS framework and in accordance with MARAM procedures to assess and manage family violence risk; ensuring regular reviews in line with changing level of risk.• Promptly attend to all incoming calls, correspondence, emails, referrals, walk ins and onboard new consumers.• Daily management and triage of the Active Hold list.• Active and ongoing holistic assessment of victim survivor risk and need that considers the practical, physical, emotional, and psychological needs of consumers• Timely allocation to appropriate internal support pathways including Family Violence Case Management, Homelessness Support and Family Violence/Sexual Assault Therapeutic pathways including group work.• Provide high quality, effective crisis responses and targeted interventions to victim survivors seeking support.• Rapid engagement with consumers to collaboratively identify goals and develop initial support plan with consideration to the needs and wishes of all family members including children.• Keep accurate and up to date consumer files including SHIP records, case notes and Emergency Accommodation records.• Actively support consumers towards a safe housing outcome, including crisis accommodation needs.	<ul style="list-style-type: none">• Consumers are allocated to the appropriate support pathways.• 100% consumers with current or past experience of family violence have a documented MARAM assessment and safety plan.• Consumers and stakeholders are responded to efficiently and within program and organisational KPIs.• 100% of consumers are contacted within 24 hours of allocation/referral and onboarding completed in line with program guidelines.• 100% of consumers have an agreed support plan in place within 5 working days of support period commencement. Plans are collaboratively reviewed at agreed intervals.• Contact with consumers as per program guidelines.• Brokerage utilised to support consumer outcomes in accordance with brokerage guidelines.• Consumer records on SHIP to be maintained accurately at all times.• Case notes entered into SHIP within 3 working days of contact.• SHIP status updates to be completed for all consumers by the last day of the month.• Case closure procedures completed within 1 week of closure.

	<ul style="list-style-type: none"> Facilitate linkages with community resources and other services/agencies as per agreed support plan. Liaison and advocacy with housing and accommodation providers. Deliver services using a coaching approach. 	
Administration and team responsibilities	<ul style="list-style-type: none"> Undertake required administrative tasks. Develop and maintain positive, professional relationships with key internal and external stakeholders. Attend regular supervision with Senior Practitioner/Program Leader as scheduled. Positively contribute to the culture and spirit of the Family Violence, Homelessness and Therapeutic Services and Windermere. Complete other duties as requested by Program Leadership. 	<ul style="list-style-type: none"> Attend and positively contribute to team meetings and planning days. Contribute to the development of procedures and systems within this program and wider family violence and homelessness sector. Submit timecards on time. Apply for all leave on ConnX and provide supporting documents as required. Undertake rostered Rapid Response duties for Family Violence, Homelessness and Therapeutic Services as directed.
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	<ul style="list-style-type: none"> Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor. Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices. 	<ul style="list-style-type: none"> Ensure policies, procedures and codes are complied with at all times. Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. 100% attendance at performance reviews. Completion of induction and orientation within set timeframes. Positively embrace and adopt change as it occurs. Ensure arrangements are made so that 100% of courses are attended or completed. Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.

	<ul style="list-style-type: none"> • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	<ul style="list-style-type: none"> • Protect the rights, safety and wellbeing of children and provide a child safe environment.
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The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

This position description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

4. CAPABILITY FRAMEWORK MAPPING

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere's values and are essential for the delivery of Windermere's Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day to day work practices in all areas of workforce management including:

- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles
- learning and development activities aligned to specific capabilities
- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles
- workforce planning by identifying current and future workforce capability needs and gaps

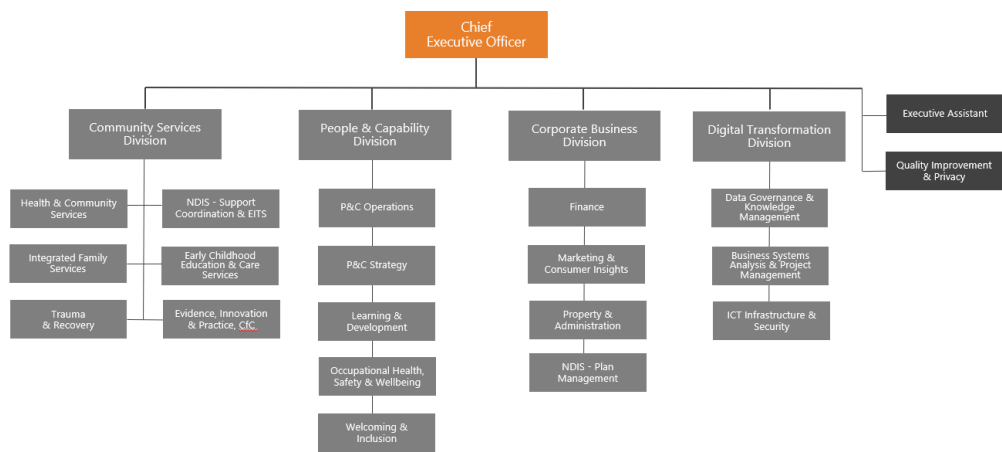
This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Service Delivery	Foundation
2	Adaptability	Intermediate
3	Collaboration	Intermediate
4	Innovation and Continuous Improvement	Foundation

5	Vision and Strategic Drive	Foundation
6	Leadership	Foundation

5. ORGANISATIONAL RELATIONSHIPS

Organisational Structure



LINE MANAGER:	Senior Practitioner – Family Violence Crisis and High-Risk Response
SUPERVISES:	NIL
INTERNAL RELATIONSHIPS:	All Windermere Staff and students
EXTERNAL RELATIONSHIPS:	The Orange Door, Office of Housing, WAYSS and other family violence, homelessness and community services

6. KEY SELECTION CRITERIA

- Bachelor level qualifications in social work, social welfare, community services or related discipline that meet the mandatory minimum qualifications for specialist Family Violence Practitioners (essential as per Recommendation 209) and/or can demonstrate eligibility to work within the Family Violence Sector under Recommendation 209.
- Comprehensive MARAM Training and FVISS/CISS training (evidence of completion, or willingness to complete during the onboarding period).
- Demonstrated assessment skills including the MARAM framework and the practical application of FVISS/CISS to inform risk assessment and management.
- Demonstrated understanding of the *Family Violence Protection Act 2008* and *Child Information Sharing Scheme*, *Family Violence Information Sharing Scheme* and *Children, Youth and Families Act 2005*
- Minimum 3 years’ experience in family violence sector (preferred), homelessness or welfare sectors.
- Strong intake and assessment skills with the ability to rapidly engage consumers.
- Demonstrated ability to work within a challenging and fast paced environment with tight deadlines and deliverables.
- Exceptional interpersonal and communication skills.
- High level of understanding of the complex needs and supports available to families including the impact of family violence, homelessness and other stressors on children and families
- Ability to use a range of IT/web based applications to manage workflow in accordance with organisational requirements and privacy principles
- Excellent work/time management skills
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.

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- Current Victorian Drivers' Licence
 - Willingness to undertake relevant pre-employment screening and checks - including NDIS worker screening check, Police Check, Pre-Employment Medical and Working with Children's check
 - Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

Commented [SH1]: NDIS, Reception & Admin, Accounts Receivables and Exec Team only

7. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____