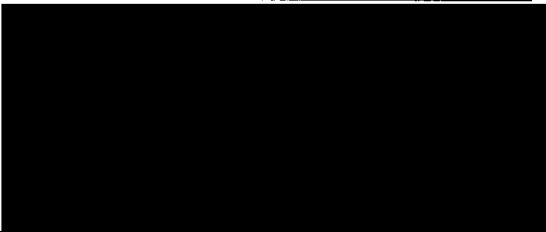


**IN THE MATTER OF THE ROYAL COMMISSION  
INTO FAMILY VIOLENCE**

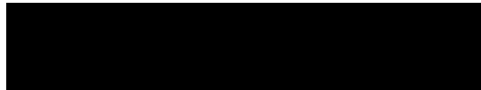
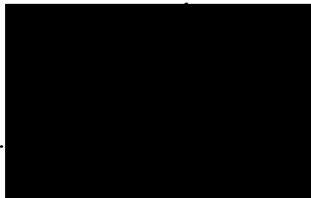
**ATTACHMENT FA-7 TO STATEMENT OF SENIOR SERGEANT FIONA SUZANNE  
ALEXANDER**

Date of document: 5 August 2015  
Filed on behalf of: State of Victoria  
Prepared by:  
Victorian Government Solicitor's Office  
Level 33  
80 Collins Street  
Melbourne VIC 3000



This is the attachment marked 'FA-7' produced and shown to **FIONA SUZANNE ALEXANDER** at the time of signing her Statement on 5 August 2015.

Before me: .....



Level 33, 80 Collins Street, Melbourne  
An Australian legal practitioner  
within the meaning of the  
Legal Profession Uniform Law (Victoria)

**Attachment B****The Salvation Army Australia Southern Territory****POSITION DESCRIPTION**

<b>Position Title</b>	Family Violence Senior Practitioner-Integrated Response Team Initiative (Taskforce Alexis)	<b>Employee Name</b>		<b>Date</b>	19/09/2014
<b>Division/ Entity/Location</b>	Melbourne Central Division	<b>Organisational Department</b>	Social Programs Department/Crisis Services		

**THE SALVATION ARMY INTERNATIONAL MISSION STATEMENT**

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human need in His name without discrimination.

**AUSTRALIA SOUTHERN TERRITORY'S MISSION AND VALUES****Mission**

The mission of The Salvation Army Australia Southern Territory is:

- **Transforming lives:** working for personal renewal through Jesus Christ, that touches and integrates the whole person
- **Caring for people:** engaging with others in need, without discrimination
- **Making Disciples:** patterning lives on Jesus
- **Reforming Society:** acting on the structures of society to restore justice

**Values**

The values of The Salvation Army Australia Southern Territory are:

- **Human dignity:** respecting the sanctity of human life as being made in image of God. *We affirm the worth and capacity of all people.*
- **Justice:** acting with integrity and fairness, without discrimination, and being an advocate for the disadvantaged; managing all resources responsibly as stewards. *We promote healthy and whole relationships, and good society.*
- **Hope:** sharing the gospel of Jesus as a gracious invitation to wholeness. *We work for reconciliation, healing and transformation for all people and creation.*
- **Compassion:** engaging with others in the Spirit of Jesus. *We feel compelled to stand with and do something about another's suffering.*
- **Community:** owning our common humanity as we engage with people, working and journeying together, for mutual capacity building. *We build community and meet with God in our encounter with others.*

All employees in non-ministry positions in The Salvation Army are expected to work in accordance with the Australia Southern Territory's mission and values and comply with Official Minutes, policies and procedures.

<b>Position reports to</b>	Family Violence Services Manager	<b>Reportable Positions</b>	N/a
<b>Position Purpose</b>	<p>The Integrated Response Team Initiative – Taskforce Alexis provides an inter-agency, cross sectorial, coordinated response to high risk and recidivist family violence incidences within the Inner Middle South Catchment of Melbourne. The project aims to increase the safety of women and children by reducing the incidences of repeat victimisation and perpetration of family violence in this region.</p> <p>The Key Worker role will be located within the Victoria Police's Multi-Disciplinary Unit "Taskforce Alexis" located in Moorabbin. This position will provide a specialist response to repeat and chronic issues of family violence. The worker will have an understanding of all issues compounding the complexities of family violence including mental health, drug and alcohol, identification of child abuse and/or neglect, housing insecurity etc. and will understand the referral pathways into appropriate services. The key worker will take a holistic approach at addressing issues in a family violence setting including perpetrator behaviours.</p>		
<b>Qualifications</b>	Must hold a degree in social work or a related field.		
<b>Award (if applicable)</b>	Social, Community, Home Care & Disability Industry Award 2010	<b>Classification</b>	Level 6 pay point 1
<b>Resource Management</b>	N/a	<b>Total staff management (EFT)</b>	N/a

<b>Personal Competencies Required</b>	<b>Job Competencies Required</b>
<ul style="list-style-type: none"> <li>◆ Willingness to work in accordance with The Salvation Army's mission &amp; values, and comply with policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Commitment to access and equity for clients from disadvantaged communities, and social justice and advocacy on behalf of clients.</li> <li>◆ Demonstrated understanding of family violence principles including risk assessment and safety planning</li> <li>◆ Model professional work ethic – reliable, punctual and flexible.</li> </ul>
<ul style="list-style-type: none"> <li>◆ Commitment to work within a crisis protection framework</li> </ul>	<ul style="list-style-type: none"> <li>◆ To ensure the provision of a strong and viable service to people who have been affected by family violence, that is proactive and responsive.</li> </ul>
<ul style="list-style-type: none"> <li>◆ Demonstrated integrity in dealing with clients, staff and other organisations &amp; capacity to work constructively within a staff team.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Experience working in the field of Family Violence, and an awareness of issues in the lives of women and children who are experiencing or recovering from family violence.</li> <li>◆ Experience at identifying drivers of behaviours for perpetrators of Family Violence.</li> </ul>
<ul style="list-style-type: none"> <li>◆ Commitment to achieving and maintaining service standards</li> </ul>	<ul style="list-style-type: none"> <li>◆ Knowledge of family violence, crisis intervention, and the ability to access a wide range of relevant community resources on behalf of clients.</li> </ul>

◆ Ability to address issues and problems quickly, creatively, and resourcefully and ability to cope with stressful situations	<ul style="list-style-type: none"> <li>◆ Skills in engaging and working with the client group, demonstrated capacity to build effective relationships with clients, based on social work frameworks</li> <li>◆ Demonstrated experience in managing complex presentations, case planning and development.</li> </ul>
◆ Resilient when faced with stressful and demanding situations	<ul style="list-style-type: none"> <li>◆ Understanding of the needs and issues that people experiencing family violence present with, and knowledge and familiarity with the family violence sector.</li> <li>◆ Understanding of use of and implementation of self-care strategies</li> </ul>
◆ Clear communication skills, both written and verbal and computer literacy	<ul style="list-style-type: none"> <li>◆ Ability to keep accurate, contemporaneous records, file notes and electronic records in accordance with Salvation Army policy.</li> <li>◆ Demonstrated capacity to work within a multi-disciplinary team</li> <li>◆ Ability to work co-operatively and constructively in the interest of clients.</li> </ul>
◆ Abilities in time management, setting priorities and organising work	<ul style="list-style-type: none"> <li>◆ Demonstrated ability to manage time and competing priorities, to take initiative and to work independently.</li> <li>◆ Tertiary qualification in social work or another related discipline</li> </ul>

<b>Key Result Areas</b>	<b>Key Activities</b>	<b>Standard Measures</b>
<b>Identification/engage with and assist clients accessing the service</b>	<ul style="list-style-type: none"> <li>• Liaise with Family Violence practitioners in the southern metro region of Melbourne.</li> <li>• Liaise with other organisations within the catchment.</li> <li>• Co-review and Co-triage family violence incidences in Division 2 (in accordance with protocols) alongside Victoria Police's Taskforce Alexis</li> <li>• Liaise with Child Protection in the Southern Metro region in relation to identified risks to children</li> <li>• Consult with and provide feedback to police referrers, including developing strategies for management of recidivist family violence situations as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Response to referral requests are timely</li> <li>• Satisfaction with the response provided.</li> <li>• Satisfactory communication with partner organisations.</li> <li>• Satisfactory participation in the Task Force Alexis Coordination Team meetings with partner organisations.</li> </ul>
<b>Crisis intervention and assertive interim case-management / Outreach support</b>	<ul style="list-style-type: none"> <li>• Undertake assessment of clients' needs according to standard agency format (including risk assessment)</li> <li>• Work within the agency's client centred practice</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive assessments completed for all clients</li> <li>• Assessments which include accompanying needs of children</li> </ul>

	<p>framework</p> <ul style="list-style-type: none"> <li>• Ensure all assessment and interventions are undertaken within a crisis protection framework and within a team, develop and monitor individual case plans.</li> <li>• Respond appropriately to clients experiencing a wide range of needs</li> <li>• Implement a family centred approach, which incorporates the needs of accompanying children.</li> <li>• Work collaboratively with the Victoria Police and partner organisations to achieve an integrated response to clients.</li> <li>• Provide predominantly short term engagements for clients, but where required provide longer term engagement and develop case management and transition plans to appropriate local services.</li> <li>• Where no other capacity exists, provide case coordination to identified clients.</li> </ul>	<ul style="list-style-type: none"> <li>• Regularly update case notes</li> <li>• Development of crisis centred case plans (including safety plans)</li> <li>• Demonstrated collaboration with Victoria Police and partner organisations</li> </ul>
<b>Client Services</b>	<ul style="list-style-type: none"> <li>• Develop an effective relationship with clients to assist them to deal with issues related to their experience of family violence.</li> <li>• Provide a crisis response to all clients referred to the program</li> <li>• Assist clients to negotiate relationship with family and significant others, where required.</li> <li>• Provide support and information to family members, carers and other professionals.</li> <li>• Work effectively with culturally and linguistically diverse client groups</li> <li>• Maintain a client focus, and ensure client's interests and needs are the primary concern.</li> <li>• Provide information and advice, basic counselling, and practical support and assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Client feedback and satisfaction</li> <li>• Client outcome achieved</li> <li>• Response to referral requests is timely</li> <li>• Number of episodes of advocacy and positive client outcomes.</li> <li>• Ensure annual targets are met</li> <li>• Number of women and children that achieve safety.</li> <li>• Supporting women and children to achieve immediate safety</li> <li>• Number of client successfully exited into appropriate supports.</li> </ul>

	<ul style="list-style-type: none"> <li>• Advocate on behalf of clients with other organisations and government departments</li> </ul>	
<b>Referrals</b>	<ul style="list-style-type: none"> <li>• Provide informed, supported and appropriate referrals into existing specialist services in the local area, follow up on referral uptake and re-engage clients where relevant</li> <li>• Monitor referrals to existing specialist services in the local area to ensure compliance with agreed upon terms of referral and quality of service provision.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of referrals made compared to identified need</li> <li>• No. of referrals taken up</li> </ul>
<b>Develop and maintain links/ partnerships</b>	<ul style="list-style-type: none"> <li>• Work in a collaborative way with the Victoria Police Taskforce Alexis</li> <li>• Participate in service development by liaising and negotiating with other service providers, government departments and the community.</li> <li>• Develop and maintain positive relationships and networks with service providers, government departments and the community.</li> <li>• Cooperate with other agencies where co-located; and work within other agencies' guidelines</li> <li>• Attend relevant network meetings and represent the agency in specific working groups as directed by the Assistant Program Manager</li> <li>• Foster opportunities for innovative responses to identified client needs.</li> <li>• Contribute to sector development</li> </ul>	<ul style="list-style-type: none"> <li>• Worker operates as part of an integrated network for the FV Response Project</li> <li>• Number and quality of personal links with network and community services.</li> <li>• Utilisation/ access to these services by clients</li> <li>• Satisfaction by host/ partner agencies</li> <li>• Participate in Formal Network Meetings/Forums</li> <li>• Participation in shared projects with other agencies</li> <li>• Participation on working groups and committees</li> <li>• Constructive role in service development activities</li> <li>• Presentations to other agencies</li> </ul>
<b>Supervision</b>	<ul style="list-style-type: none"> <li>• Participate in regular supervision to discuss clients, workload, and other issues (every two weeks or as agreed with the Assistant Program Manager)</li> <li>• Prepare for supervision, present cases for discussion</li> <li>• Participate in regular group narrative peer supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Number of supervision sessions attended per annum</li> <li>• No. of case studies prepared</li> <li>• Regular attendance at reflective practice sessions</li> </ul>

	and reflective practice sessions	
<b>Participate in training and professional development</b>	<ul style="list-style-type: none"> <li>Participate in, Victoria Police, Salvation Army, and external training as identified with your supervisor and prepare reports to present at team meetings.</li> <li>Participate in providing training in professional development to students in collaboration with the Student Unit</li> <li>Provide Support and Supervision for students</li> </ul>	<ul style="list-style-type: none"> <li>Number/ type of training courses attended</li> <li>Quality of training reports</li> <li>Student placement support</li> </ul>
<b>Data collections, administration and reporting</b>	<ul style="list-style-type: none"> <li>Record client information in accordance with agency and funding body requirements</li> <li>Comply with Salvation Army administrative and reporting requirements</li> <li>Engage with active research agenda relevant to the Integrated Risk Management Response Project</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensiveness of data collected</li> <li>Administer material aid and funds in accordance with Dept ' Human Services FASA</li> <li>Client assistance distributed within budget and according to policy.</li> <li>Participate in research survey and data collections as required.</li> </ul>
<b>Policies and procedures and program development</b>	<ul style="list-style-type: none"> <li>Observe organisational policies and procedures</li> <li>Participate in the development, implementation and review of policies, procedures and planning within the Integrated Response Team Initiative–Taskforce Alexis, including identifying any issues of concern to the projects stakeholders including the development of appropriate responses to any identified issues.</li> <li>Ensure compliance with confidentiality and privacy as per the Information Privacy Act 2000 and in accordance with Victoria Police and Salvation Army policies.</li> <li>Other duties as requested</li> </ul>	<ul style="list-style-type: none"> <li>Adherence to policies and procedures</li> <li>Degree of constructive input to analysis and review</li> <li>Adherence to direction from program manager and assistant program manager</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>Maintain safe operating practices, and environment</li> <li>Adherence to Occupational Health and Safety Standards -assuming responsibility for the proper use of all equipment and monitoring of the environment to ensure safe practice.</li> <li>Utilise risk management strategies in service delivery and within the workplace</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of safety procedures and policies</li> <li>Participation in training, drills, procedures</li> <li>Demonstrate commitment to maintaining professional standards of personal presentation and accountability.</li> <li>Demonstrate understanding of Victoria Police and Salvation Army OH&amp;S protocols.</li> <li>Risks are identified, reported and addressed.</li> </ul>

<b>Quality and Compliance</b>	<ul style="list-style-type: none"> <li>• Identify and contribute to the improvement and development of organisational practice frameworks and quality systems.</li> <li>• Ensure compliance with professional standards.</li> <li>• Ensure compliance with state and federal legislation and regulations</li> <li>• Practice and promote equity principles when liaising with community.</li> <li>• Promote a positive image of the Salvation Army and the Integrated Risk Management Response Project to members of the community.</li> <li>• Performance of other duties as required provided such duties are within the range of the staff member's skill, competence and training.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to quality and practice improvements through meeting, supervision and planning processes.</li> <li>• Professional standards are understood and maintained.</li> <li>• Practice and conduct is lawful and meets regulatory requirements.</li> <li>• Demonstrate commitment to supporting the mission and objectives of the agency.</li> <li>• Demonstrate understanding of equity and feminist principles.</li> </ul>
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#### Key Selection Criteria

1. A demonstrated understanding of the impact and issues associated with family violence on women/children and the community.
2. A good understanding of the impact of current legislative changes in relation to the Family Violence Protection Act 2008 and understanding of the Police Code of Practice in Family Violence.
3. Demonstrated experience in managing complex presentations, assertive outreach, case planning and development.
4. A capacity to assess, and to make timely and appropriate decisions with regard to individual situations and circumstances.
5. A sound knowledge of the resources and services available with respect to housing, health (inclusive of alcohol and other drug and psychiatric supports), legal, sexual assault, counselling services and income security.
6. Superior interpersonal communication, advocacy and negotiation skills and the capacity problem solve and communicate with a range of professional's and individuals.
7. Experience building and maintaining collaborative relationships with key service providers and stakeholders.
8. Demonstrated ability to work within a multi-disciplinary team and be independent and autonomous where necessary.
9. A demonstrated commitment to the provision of accessible and flexible support services.
10. Demonstrated ability and acceptance of the need to work flexibly and responsively to the demands of a crisis response, the program and the organisation.
11. Ability to work calmly and consistently under pressure with capacity to manage competing priorities.
12. Ability to develop and implement systems and processes utilising reviewing and evaluation tools as appropriate.

A current Victorian driver's license is essential.



Please note that undertaking a National Police Records Check and Working with Children's Check is a mandatory requirement for this position.

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Manager's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Application Procedure**

- Applications must address all key selection criteria
- Applications must include the names and contact numbers of three professional referees (including current and previous employment) which can collectively provide comment on all key selection criteria
- No late or incomplete applications will be considered.