intouch
Multicultural Centre
Against Family Violence

POSITION DESCRIPTION

Position:	Senior Family Violence Practitioner
Reports To:	Team Leader
Direct Reports:	Nil
Status:	Ongoing, Full Time
Location:	Hybrid – based in East Melbourne and Dandenong, as well as working from home arrangements, travel required at various locations including regional Victoria and Interstate.
Grade:	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 5.1 + Superannuation + Salary Packaging

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centered, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 30,000 women and children experiencing family violence throughout our 40+ years of operation, providing a holistic service that centers the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch's 2026-2029 Strategic Plan here.

POSITION SUMMARY

inTouch's Practitioners work in an "inLanguage, inCulture" model to provide culturally tailored responses to victim survivors from migrant and refugee backgrounds.

Family Violence Practitioners work along-side victim survivors of family violence from refugee and migrant backgrounds including individual case management and recovery support as well as delivering group-based programs based on identified need and in line with the MARAM Framework.

KEY RELATIONSHIPS

Internal	Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, NOOR Survivor-Advocates, students and volunteers to support cohesive team dynamics and effective, client-centered, program execution.
External	Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, and funding partners.

POSITION ACCOUNTABILITIES

- Provide high quality intake support through screening, triage and safety planning in accordance with MARAM standards and culturally responsive practice.
- Provide high-quality short and long term case management services, including advocacy, brief interventions, partner contact services, to women and children who have experienced or are currently facing family violence, employing trauma-informed, systemic, and developmental approaches.
- Conduct comprehensive risk assessments, needs assessments, safety planning, and case planning utilizing the MARAM framework with a focus on high-risk and complex needs.
- Foster a collaborative and holistic response through a multi-disciplinary team approach, working towards specified goals for women and young individuals affected by family violence.
- Offer secondary consultation and advocacy on behalf of clients to connect with other relevant supports and collaborate with specialized services as needed.
- Provide specialist advice to external service providers in relation to the provision of culturally responsive practice within a family violence context.
- Contribute to the work of inTouch more broadly through provision of specialist

advice/ consultation to guide strategic projects and policy.

- Support other team members in periods of high demand, during periods of absence and participate in project groups and attend events.
- Undertake group work to further support women and/or children in their recovery from family violence.
- Prepare professional reports and written documentation such as minutes, housing and funding applications, and correspondence.
- Actively participate and support inTouch continuous quality governance systems of including accreditations.
- Actively contributing to the identification, development, and implementation of new and improved services and programs.
- Effectively work with relevant external services and government agencies to support an integrated approach
- Ensure high quality documentation, data collection, and reporting.

PEOPLE MANAGEMENT

NA

DELEGATION OF AUTHORITY

The incumbent must operate at all times within inTouch's Delegation of Authority and ensure that all decisions and actions align with the responsibilities outlined in the current schedule.

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in Social Work, Community Development or related discipline with a degree qualification preferred.
- A minimum of 2 years' experience in the specialist family violence service or related sector
- Highly proficient in spoken fluency and writing skills in a language other than English.
- A demonstrated understanding of the issues involved in working with women from a multicultural background, including intersectional factors impacting women and children affected by family violence.
- A demonstrated contemporary knowledge of crisis intervention and key frameworks, including intersectional feminism and anti-oppressive practice and how this is utilised, to understand and respond to the gendered nature of violence against women.
- Understanding of and expertise in applying the MARAM framework

- Demonstrated understanding and awareness of structural and social inequities which discriminate against people from culturally and linguistically diverse backgrounds (CALD), and particularly those with refugee and/or asylum-seeker backgrounds.

Personal Attributes:

- Genuine commitment to social justice and to assisting migrant and refugee women and children.
- High ethical standards and values, ability to act with integrity and confidentiality.
- Ability to sensitively manage stakeholder relationships.
- A level of maturity and professional accomplishment and track record appropriate to the representational aspects of the role.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must hold a current Victorian car license
- Must be physically capable to carry out administrative duties, including extended periods of computer use

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.
- inTouch has a smoke-free workplace policy.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day-to-day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience.
- The position will attract five (5) weeks annual leave per annum, pro rata for part-

time appointments.

- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy.
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications.
- Signing a Confidentially Agreement is a personnel requirement of inTouch.
- The successful applicant will initially be engaged for a probationary period of six months.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

INCLUSION

inTouch is an equal opportunity employer and is committed to creating a diverse and inclusive organisation. We strongly encourage people from diverse backgrounds to apply to work with us, including Aboriginal and Torres Strait Islander people, people from migrant and refugee background, people of colour, people of any age or gender, lesbian, gay, bisexual, trans and gender diverse, intersex and/or queer (LGBTIQA+) people, people with lived experience of family violence, and people with disability.

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.