

ABOUT OUR ORGANISATION

The Centre for Non-Violence (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, enhanced intake and case management.

POSITION SUMMARY

Title:	Loddon Mallee Homelessness Network Co-ordinator
Classification:	Social, Community, Home Care and Disability Services Award 2010 CDW – Level 7. Pay point dependent upon experience.
Team/Unit:	Partnerships and Prevention Stream in the Programs and Services Unit
Work Location:	Office base is Bendigo, although the scope of this role covers the DFFH Loddon and Mallee areas
Hours:	0.8 EFT (30.4 hours per week)
Contract:	On-going (subject to funding)
Salary Range:	Salary Range \$99,279 to \$103,430 annually. Hourly rate \$50.24 to \$52.34. 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:	Senior Manager, Partnerships and Prevention
Travel:	Travel will be required throughout the Loddon and Mallee regions.

POSITION OVERVIEW

This position plays a significant role in the development and implementation of current and future sector wide reforms of the homelessness service system through facilitation and support to the Loddon Mallee Homelessness Network (LMHN). The role is auspiced by the Centre for Non-Violence.

The LMHN operates within a constantly changing policy and service development environment. The reality for the homelessness service system is that demand continues to dramatically exceed the

capacity to respond. The role of the LMHN and Network Co-ordinator within this context is to assist and support homelessness funded agencies across the Loddon and Mallee DFFH regions to critically engage with ongoing policy and service development changes, and to use the evidence gathered by the sector in their service delivery to advocate for an effective resolution to homelessness at a regional & State-wide level.

The LMHN is structured in a way that enables and supports the inclusion of membership in the Network via regular meetings, reports, information sharing and consultation through the Local Area Service Networks (LASNs) which comprise all homelessness funded providers in the catchment areas.

The LMHN is guided by a governance model which outlines respective relationships, roles and responsibilities. The Network and Network Co-ordinator activity is directed by the strategic plan which is established annually in consultation with the membership. The key outcome areas of the plan are:

- Planning and communication
- Advocacy
- Capacity building and service development

Purpose of the Network

LMHN is an independent forum for member agencies to work together and collaboratively within a Human Rights framework on issues of homelessness. The Network exists to:

- Promote consistent good practice and service responses across the service system including adherence to relevant standards and legislation, commitment to service user input and access and equity principles.
- Advocate for social change.
- Be a voice for people experiencing or at risk of homelessness.
- Provide opportunities for professional development, networking, and information exchange.
- Provide opportunities for collaboration and partnership.
- Influence, discuss implications of and develop responses to policy and program development.
- Provide an opportunity for gaps and issues to be identified by workers and/or agencies.
- Raise awareness of the particular issues related to Indigenous homelessness.
- Undertake research and advocacy related to issues that affect people who are experiencing homelessness and/or housing crisis.

The LMHN is actively engaged in initiatives that support people at risk of or experiencing homelessness. In the current environment, this includes those that are COVID-related such as the DFFH Homeless Emergency Accommodation Response Team (HEART) and the From Homelessness to a Home (H2H) program. These initiatives require active participation of homelessness service providers – including through data collection and participation in meetings or other requirements of the Department. The Network Co-ordinator plays a significant co-ordination and reporting role with such initiatives, including liaising with the Department and supporting the homelessness organisations with their engagement. There are also other initiatives and campaigns at both the State-wide and local level that the Network and this position support and engage with at different times.

KEY RESPONSIBILITY AREAS

Consultation

To provide an ongoing mechanism to facilitate consultation with primary regional homelessness service providers, service users and the Department of Families, Fairness & Housing (DFFH). Consultation mechanisms include:

- Agency visits to research local issues and data analysis.
- Forums and additional engagement of sector in consultations with government or peak body campaigns.
- Inform regional and state-wide forums and decision-makers of issues affecting people experiencing homelessness in the region and issues relevant to specialist homelessness support workers.
- Progress aims and objectives of LMHN strategic planning, DFFH (Loddon & Mallee Areas – North Division) liaison meetings and DFFH Central through Statewide Meetings.

Program Coordination

To facilitate the strategic implementation of the LMHN workplan, manage the website and facilitate communication, development, and support within the network (training, information sharing, support cross agency collaboration opportunities).

To support the development of the Children’s Resource Program in the Loddon and Mallee Areas through:

- Mentoring and supporting the Children’s Resource Worker.
- Project management of children’s focussed projects and other projects as appropriate.

Sector Development and Reform

To support and assist organisations in change management processes associated with sector reform, including information, support, and facilitation of practice uptake of government and other relevant sector changes.

Planning and Needs Identification

To assist in the identification of regional needs and contribute to planning, policy analysis, research, and program development with a view to enhancing the regional and state-wide homelessness service system.

Community Education/Advocacy

To share information and promote a better understanding of homelessness with a range of community organisations, through:

- Analysing and publicising local data related to housing and homelessness.
- Active participation in major campaigns (for example, through peak bodies or local initiatives).
- Active promotion of consumer rights and a Human Rights framework.
- Media releases and responding to media requests for data and information.
- Presentations and participation in promotion and marketing events (e.g. Homeless persons week).
- Assistance to researchers and other agencies.

Service Development and Capacity Building

To assist in the development of new services/programs and the improvement of existing services, and to contribute to the development of training priorities within regional homelessness service networks.

- Client Centred practice and development of a role for service users including access to models via training, forums or workshops.
- Working well with Aboriginal clients and Aboriginal Controlled Community Organisations.

- Survey regional agencies regarding training priorities and work with the DFFH and their training provider and other providers to facilitate access to appropriate training.

Coordination and Linkages

To encourage and maintain linkages with other relevant service providers and with peak bodies, both at a regional and state level.

- Quarterly state-wide Peaks and Network meetings and quarterly statewide homelessness network meetings and state-wide Indigenous network
- Develop and maintain links with relevant organisations; for example local councils, emergency relief networks, peak bodies.

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures at CNV.

Consistent with this all employees are:

- Expected to model CNV Core Values and ensure all workplace conduct aligns with these values and CNV'S Code of Ethics.
- Adhere to data, privacy and security policies and procedures and actively consider data, privacy, security more broadly in their day-to-day work.
- Follow policies and procedures on Occupational Health and Safety and conduct themselves in a manner that will not endanger themselves or others and actively contribute to a safety culture.
- Effectively follow risk management practices and policies and actively consider risks broadly in their day to day work.
- Drive a continuous improvement culture across the broader function.
- Expected to ensure the security of CNV's property and assets and maintain a commitment to the care of all CNV's property and assets.
- Other duties as required within the scope of the role practises and processes, to meet service expectations.

Note: This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.

COMPETENCIES

- Resilience - Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure.
- Decisiveness - Uses available information and exercises good judgement to make sound, timely and well-informed decisions.
- Negotiating - Ability to negotiate skilfully in difficult situations with staff and the broader service system; to be both direct and diplomatic.
- Teamwork - Attend and participates in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect.

- Problem Solving - Capable of discussing and resolving specialist problems. Ability to develop options and resolution to problems.
- Time Management - The position requires skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to manage tasks - Set priorities and achieve positive outcomes within agreed timelines.
- Attention to Detail - This position requires a high-level of accuracy and attention to detail.
- Relationships - Capable of gaining the co-operation and assistance from staff to enable daily tasks to be performed.
- Responsiveness - To changes implemented by CNV and Managers.
- Judgement and Decision Making - The work has well-defined objectives with the method, process or equipment used selected from a range of available alternatives. Guidance and advice is usually available within the time available to make a choice.
- Code of Ethics - Models and promotes organisational values and adhere to CNV's Code of Ethics. Ensure Core values are reflected in decision making and everyday behaviour in professional relationships and direct services.
- Behaving with Integrity - Uphold and model the vision and values of CNV. Treat people fairly and with respect, ability to work within a feminist framework.

QUALIFICATIONS / REQUIREMENTS

- A relevant tertiary qualification in social work, psychology, community services and/or a related human services field.
- At least five years' experience working in the homelessness field.

KEY SELECTION CRITERIA

1. Extensive experience in program or service coordination within the community and/or public sector.
2. Demonstrated knowledge and understanding of housing and homelessness policy and reform, including current context relating to housing and homelessness.
3. Outstanding collaboration skills with the ability to work collaboratively with a wide range
4. of stakeholders towards effective client solutions.
5. Demonstrated research, evaluation and report writing skills, along with high degree of initiative and analytical skills.
6. Sound experience in knowledge sharing including the ability to educate, train and inform sector practice and relevant policy.
7. A demonstrated understanding of feminist practice and its application in responding to the gendered nature of violence against women, with the ability to work within CNV's feminist philosophies.
8. Demonstrated knowledge of cultural safety and awareness for Aboriginal woman and children and for women and children from culturally and/or linguistically diverse backgrounds.
9. Excellent IT skills, including confidence in web-based applications.

APPLICATION PROCESS

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

- Covering letter.
- Key Selection Criteria (KSC) must be addressed:
 - 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.
 - To respond to the KSC you will need to address each criterion individually with a separate heading for each one, about a paragraph in size, summarising how your skills, qualifications, experience and personal attributes are relevant for that criteria. It is always best to support your claims with evidence and avoid using opinions/statements such as ‘I have excellent communication skills’. We suggest using the ‘STAR’ approach –
 - S – Situation – A brief outline of the situation or setting. Who was involved? What was your role?
 - T – Task – What did you do? What happened next?
 - A – Approach/Action – How did you do it?
 - R – Result – What was the outcome? What feedback did you receive?
- 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 People & Culture on (03) 5430 3000.

Apply directly from the website www.cnv.org.au or email vacancies@cnv.org.au

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; and
- Employee’s must hold a valid driver’s licence.

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.

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

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.

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 behaviors such as harassment and bullying.

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.

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.

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 the Centre for Non-Violence Inc for any purpose other than the discharge of official duties.

ORGANISATIONAL OVERVIEW

About the Centre for Non-Violence

The Centre for Non-Violence (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, enhanced intake and case management.

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. 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 is duly accredited to both DHHS (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;

- 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; and
- Increasing community awareness of the social and systemic issues affecting women and children.

CNV’s Structure

CNV structures Programs and Services into four streams:

- The System Integration stream works with the integrated family violence system, which includes Victoria Police, Child Protection, Courts, Corrections Victoria, Child First/Family Services, the Orange Door (currently in development stage) and other key parts of the service system that respond to family violence. The Systems Integration stream delivers programs and services which focus on systems integration and collaboration. These programs include the Risk Assessment Management panel, the Orange Door specialist family violence response, the family violence Child Protection Partnership program, regional integration and community education and training. All System Integration stream programs intersect and engage with other CNV streams.
- The Intervention Services stream delivers quality, integrated programs that work to keep women and children safe by supporting victims and working with men to support change. These programs intersect with all parts of the service system. Intervention Services provides specialist risk assessment and management services, case management services for victim/survivors and group and individual programs for men who use violence toward family members. Teams are structured into an integrated group of workers with representation from our various client programs including those supporting men, women and children. Teams work with clients from intake to closure using a key worker model.
- Therapeutic Programs and Practice Development delivers therapeutic services to women and children affected by family violence including the Safe, Thriving and Connected program. This stream also contributes to building and maintaining best practice across all service delivery.
- The Partnerships and Prevention stream develops strategic relationships and partnerships with other organisations and individuals to strengthen and extend the scope and capacity of CNV to undertake its work and meets its strategic goals.

All streams are interconnected and work closely together. All streams have collective responsibility and provide leadership to:

- Ensure safety and wellbeing of children
- Strengthen cultural safety
- Respond to diverse communities
- Continuous quality improvement
- Community education
- Prevention – including primary prevention and early intervention
- Respect the knowledge and learn from women, children and young people with lived experience of family violence

Our Corporate Services team is responsible for managing the administration functions of the organisation, leading and co-ordinating quality assurance, compliance and corporate planning to ensure organisational and operational effectiveness and efficiency. Corporate Services manages all aspects of human resources, occupational health and safety, financial management, risk management and emergency management practices across the organisation together with management of information, communication technology (ICT), asset and physical resource management including, infrastructure, environment and contractor management.

Our Innovation and Impact Unit guides and delivers strategic projects, data and evaluation, business development and marketing and communications.

An annual Operational Plan guides the organisational priorities, which are informed by the CNV Strategic Plan, Quality Work Plan and other plans including the Reconciliation Action Plan.

Philosophy & Principles

CNV 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 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 works collaboratively to develop and maintain relationships to achieve the best outcome(s).
- SOCIAL JUSTICE is an integral part of CNV 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.