

**POSITION:** Group Facilitator - Out of the Dark (Family Violence Program)  
**REPORTS TO:** Operations and Business Manager Justice Services  
**LOCATED:** Dame Phyllis Frost Centre and Tarrengower Prisoner  
**DATE UPDATED:** November 2019

## ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

## JOB CONTEXT

The Homelessness and Justice and Family Services Division (HJ&FS) division supports young people, adults and families to achieve stable, secure and appropriate housing arrangements and delivers and supports innovative justice solutions promoting opportunities for rehabilitation which contribute to reducing in the community.

Specifically, the division comprises of three conceptual domains:

- Intensive Youth Support
- Supported Accommodation and Justice
- Youth and Family Homelessness Services

The Out of the Dark (OOTD) Family Violence program is one of the Justice programs that supports women in prison. The Out of the Dark program is a psychoeducation program developed to address family violence issues for women in custody.

The Out of the Dark program has been delivered by MCM since 2009 at the Dame Phyllis Frost Centre and Tarrengower women's prison. Corrections Victoria have recently approved a ministerial grant for the program to be run until June 2020.

## JOB PURPOSE

The Facilitator of the Out of the Dark Family Violence Group will assist in the delivery of the program to groups of women either on remand or sentenced at the Dame Phyllis Frost Centre and at Tarrengower Prison.

The program strives for participants to:

- Be able to define domestic abuse/family violence
- Be able to identify how domestic abuse/family violence impacts on participants' lives
- Be able to identify different types of domestic abuse/family violence in participants lives and lives of others
- Be able to identify an escape plan and identify supports and services in the community that participants can access

The facilitator will complete a report after each group which will be submitted to Department of Justice.

## JOB OBJECTIVES

**Duties of this role may include but are not limited to the following:**

- To deliver a psychoeducation program that addresses family violence in line with the program guidelines.
- To deliver a group program to women at correctional facilities in a respectful and sensitive manner.
- To advertise, recruit participants and negotiate program times and dates within the two prisons.
- Complete assessments in a respectful, empathetic and non-judgemental manner.
- Understand issues facing women in a prison setting.
- To organise external service providers where necessary, liaise with relevant services within the prisons.
- Participate in meetings, debriefing, supervision, training, and forums.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds in women's prisons.
- Undertake thematic analysis within qualitative research
- Assist in program evaluation and reporting
- Assist and support with the development of complimentary programs and support service
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Senior Manager Justice Services or delegate.

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to:

- Promoting the OOTD program
- Provide the most appropriate and effective services and supports to participants
- Ensure the promotion and employment of best practice, and

- Work across multiple sites to deliver a program subject to contractual and performance expectations.

Examples of key relationships are detailed in the following table:

<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Staff from the HJ&amp;FS Team</li> <li>• Employees from Corporate Services</li> <li>• Employees from People &amp; Culture</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• Relevant organisations and stakeholders within the community.</li> <li>• Staff located at the Dame Phyliss Frost Centre and Tarrengower Prison</li> <li>• Students and placement representatives from academic institutions</li> </ul>

## KEY SELECTION CRITERIA

### Essential:

- Relevant tertiary qualifications in Social Work and demonstrated work experience relevant to the human services field.
- Knowledge and experience in delivering group work particularly relating to family violence.
- A requirement to obtain and maintain Corrections Victoria Security Clearance.
- Be able to work across multiple sites.
- Have experience and understanding of current legislations and the impacts of family Violence.
- Ability to assess and support women's needs in a custodial environment.
- Ability to operate as part of several teams, including a multi-disciplined correctional environment.
- Knowledge and experience of undertaking assessments and counselling skills.
- Computer literacy, including proficiency in Microsoft Word and Excel.
- An understanding of the requirements for ensuring child safety.
- Appointment to this position is subject to the satisfactory completion (and maintenance) of a National (and International if applicable) Police Check, a current Victorian Employee Working with Children Check, Corrections Victoria Security Screening, a current and valid drivers' license and the Right to Work in Australia.
- Internet-enabled device for Time & Attendance when working offsite.

### Desirable:

- Ability to conduct thematic research and analysis
- Ability to assist in the development and implementation of innovative programs

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

**Client Wellbeing and Safety:**

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

**Operational Accountability:**

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

**COMPLIANCE**

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

**LEADERSHIP CAPABILITY FRAMEWORK**

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>Customer Focused</b> We do our best work when we understand people and enable them to direct their own lives. We partner with others to provide access to what they need locally.</p>
<b>PARTNERSHIPS</b>	<p><b>Resolves Disagreements</b> Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.</p>
<b>PARTNERSHIPS</b>	<p><b>Credibility &amp; Integrity</b> Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.</p>

<b>REPUTATION</b>	<b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
<b>REPUTATION</b>	<b>Spreading the Word</b> 'Sells' rather than 'tells'. Takes every opportunity to promote MCM, its services, purpose and philosophy.
<b>REPUTATION</b>	<b>Doing Our Best</b> Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
<b>PEOPLE</b>	<b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
<b>PEOPLE</b>	<b>Safety First</b> Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

<b>Together</b>	We are inclusive and accepting of difference. We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.
<b>Courageous</b>	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
<b>Curious</b>	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
<b>Open</b>	We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients. We trust one another.
<b>Accountable</b>	We act safely in all our interactions. We manage within our financial and resource boundaries. We own our outcomes and decisions. We are proud of the work that we do.

