



POSITION DESCRIPTION

Engagement & Referral Practitioner

Ballarat & Grampians Community Legal Service (BGCLS) is a for-purpose organisation providing **free** legal advice, representation, information and community legal education to people who live, work or study in the Central Highlands, Grampians and Wimmera regions of Victoria.

BGCLS assists not only with individual legal matters, but also more broadly in community development, community legal education, capacity building and law and policy reform projects based on the needs of our community.

We actively work in partnership wherever possible, with government, Victoria Legal Aid and other publicly funded legal assistance service providers, pro bono contributors, the private legal profession, community services agencies and other community partners to ensure the best outcomes for their clients and community.

Position Title:	Engagement and Referral Practitioner
Accountable to:	CEO
Reports to:	Project Manager – Health Justice Partnerships
Direct Reports:	Nil
Location:	Horsham
Travel:	This position will require regular travel in the Grampians region
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) Community Services Worker.
Level:	Level 4
Conditions:	All conditions are in accordance with the award and the current Community Legal Centres Multi Business Agreement.
Salary Packaging:	The benefits of tax-effective Salary Sacrifice arrangements are available to all staff subject to BGCLS's ongoing Fringe Benefits Tax exempt status.

POSITION SUMMARY

The Engagement and Referral Practitioner will provide active engagement and referral support to vulnerable families experiencing family violence. Working within the context of a health justice partnership, the Engagement and Referral Practitioner will work collaboratively with our legal team and our partner service providers to best support clients.

DUTIES & RESPONSIBILITIES

Client Services

- Identify opportunities to connect with families who may be experiencing family violence
- Support families at early intervention stage by seeking secondary consults with the legal team
- Support families to engage with a lawyer when direct legal services are required
- Support families through the legal process, referring to external specialised support as required

Project Management

- Contribute to the development of a project implementation plan that aligns with research informed Health Justice Partnership frameworks
- Approach service delivery with a mindset of innovation and best practice
- Ensure service delivery achieves funding target and requirements
- Problem solve collaboratively internally and with partners to achieve optimum outcomes for clients and community members
- Contribute to the reporting requirements for funding acquittals and to advocate for identified needs in various communities across the region

Stakeholder Engagement

- Develop formal and informal partnerships to deliver project purpose and strengthen broader service delivery of BGCLS in communities across the region
- Through networking and proactive relationship building, establish connections with stakeholders that support the implementation of the projects and provides a foundation for further opportunities

Community Development

- Identify and contribute to opportunities to engage with local communities for service delivery, awareness raising and community legal education

Administration

- Ensure client database is updated with current information and file notes
- Provide general customer service support at BGCLS offices as required
- Other duties as reasonably directed

EXPECTATIONS OF ALL BGCLS EMPLOYEES

Health and Safety

- Create, maintain, and foster a safe workplace
- Identify, report & correct any unsafe acts, conditions, or behaviours according to BGCLS's Policies and Procedures and OH&S requirements

Risk Management

- Ensure compliance with all requirements of the Risk Management guide for Community Legal Services
- Operate within BGCLS policies, procedures, funding guidelines, practice directions and legislative requirements

EEO and legislative requirements

- Support equal opportunity
- Require all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, and sexual orientation
- Encourages applicants from diverse backgrounds

Professional Development

- Undertake appropriate professional development activities to maintain and enhance the knowledge and skills required to fulfil the responsibilities of the position and comply with CPD requirements if required

Code of Ethics and Conduct

- Actively support BGCLS vision, purpose, and values
- Ensure compliance with BGCLS Code of Ethics and Conduct
- Supports equal opportunity and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation

KEY SELECTION CRITERIA

1. Experience in supporting individuals and families affected by family violence
2. Ability to design service delivery within the project guidelines and funding requirements
3. Demonstrated ability to think innovatively and with a best practice mindset
4. Cultural awareness and an understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds
5. Experience in working collaboratively with stakeholders to achieve the desired outcome

QUALIFICATIONS

- Tertiary qualifications in relevant discipline (Social Work, Allied Health, Human Services, Psychology)
- Current Victorian Driver's Licence
- Cleared National Police Record Check (it is the responsibility of all staff to notify the organization immediately if there are any changes to their criminal records status)
- Current right to work in Australia
- Valid, employer Working with Children Check
- Physical ability to safely undertake all aspects of the position