



**Position Title:** Coordinator – Risk Assessment & Management Panel (RAMP) North East

**Team:** Northern Family & Domestic Violence Service

**Region:** Northern Metro

**Supervisors:** Program Manager  
Triage and Response

**Delegations and Authorities:**  
In Line with Delegations Policy

**Band:** B

**Date Completed:** 6<sup>th</sup> June 2018

## ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p><b>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</b></p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>The Northern Family &amp; Domestic Violence Service (NFDVS) is the lead provider and access point for the integrated family violence service system for women and children in the Northern Metropolitan sub-region. The service aims to assist women and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence. Underpinning the service is a commitment to work within a feminist framework that acknowledges the gendered nature of violence against women and the social pattern of inequality in which violence and abuse is perpetrated.</p> <p>A Risk Assessment Management Panel (RAMP) is a formally convened meeting of several key agencies and organisations at a local level. RAMPs are regularly convened to comprehensively and collaboratively assess the safety of highest risk victims of family violence, and to develop coordinated Action Plans for participating agencies to undertake to keep women and children safe, and to increase perpetrator accountability.</p> <p>The new Support and Safety Hub in the North East region interfaces with the NFDVS service and the North East RAMP Coordinator will liaise with the Advanced FV Practice Leader and Hub practitioners to consider referrals to the monthly panel.</p>
<p><b>OUR VALUES</b></p> <p><b><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></b></p> <p><b><i>Courage:</i></b> To be the best we can be and to never give up</p> <p><b><i>Integrity:</i></b> Expect a personal and organisation commitment to honesty</p> <p><b><i>Respect:</i></b> Acknowledge the importance of each person’s heritage, traditions, identity, needs and aspirations</p> <p><b><i>Accountability:</i></b> Be responsible for our own actions</p> <p><b><i>Working Together:</i></b> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p><b>PRIMARY OBJECTIVES OF THE ROLE</b></p> <p>The Coordinator - Risk Assessment &amp; Management Panel (RAMP) will work collaboratively with a team of highly skilled family violence workers to facilitate, coordinate and manage referrals to the program, in addition to negotiating, developing and maintaining all aspects of the panel and reviewing its outcomes.</p> <p>The Coordinator will be allocated to the North East region.</p> <p><b>REPORTING RELATIONSHIPS</b></p> <p>This role is based at our Eaglemont Office. It is part of the broader Family &amp; Domestic Violence Team which also includes Intake, Court Support, Crisis Response and Specialist Triage.</p> <p>The RAMP Coordinator reports to the Team Leader, Triage and Response for regular line management and supervision. As a senior member of the team, they may also supervise other members of the Triage and Response team. The role has a key accountability to RAMP Co-Chairs in NFDVS and Victoria Police as well as all RAMP stakeholders.</p> <p>This is a fixed term position until August 2019.</p>

## EXPECTATIONS

- Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together.
- Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.

## KEY SELECTION CRITERIA : KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Demonstrated ability to provide leadership, share knowledge and experience with others.
- Demonstrated experience in the provision of crisis intervention and casework with women and children from diverse backgrounds who have experienced family violence.
- An advanced ability to assess family violence risk and make decisions based on evidence based risk factors regarding priority for the panels with the Co-Chair.
- A good understanding of the gendered nature of family violence and the ability to articulate and apply a practice framework including engagement and assessment.
- Demonstrated ability to reflect on and analyse complex problems and provide workable solutions.
- Demonstrated skills in building relationships with a range of other key stake holders at a systemic and individual case planning level.
- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Advanced organisational skills and ability to meet deadlines.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

## QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work or related discipline.
- Minimum 2 years of previous experience in a family violence program.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

## DESIRABLE

- A comprehensive understanding of the Integrated Family Violence Service System.
- Knowledge of the Family Violence Protection Act 2008 and the Common Risk Assessment Framework and the ability to share this knowledge and model systems advocacy.
- Ability to speak a relevant community language.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Monitor referrals, assessments, case coordination functions within relevant agencies supporting each individual RAMP case.</li> <li>• Build and maintain relationships with core and non-core partner providers and a range of other key stake holders at a systemic and individual case planning level.</li> <li>• Coordinate RAMP meetings in the North East region.</li> <li>• Consult re FV risk assessments to individual women, children and provide consultations to team members and other relevant agency members where relevant.</li> <li>• Supervise staff in the NFDVS team.</li> <li>• Initiate, receive and review referrals to RAMP from NFDVS and a range of external agencies and organisations.</li> <li>• Discuss referral and consent to RAMP with women at high risk of family violence, ensuring that referrals meet RAMP high risk criteria.</li> <li>• Provide secondary consultation to referring agencies to ensure the safety of women and children, prior to the RAMP.</li> <li>• Complete a range of administrative task including; preparing the agenda and information for RAMP meetings and distributing Action Plans to RAMP members.</li> <li>• Establish and maintain relationships with RAMP member and associate agencies and organisations.</li> <li>• Liaise with a wide range of potential referral agencies, to familiarise them with the RAMP process and referral pathways.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure all meeting times, dates and venues are booked and scheduled for RAMP meetings.</li> <li>• Manage the RISS data base.</li> <li>• Manage Central Information Point processes.</li> <li>• Resource RAMP meetings including the distribution of agendas, the recording of minutes and Action Plans for each referral.</li> <li>• Ensure all participants are aware of confidentiality agreements.</li> <li>• Maintain up-to-date contact information for all attendees.</li> <li>• Ensure that accurate statistical data as required by DHHS is maintained and collated in a timely manner for reporting timelines.</li> <li>• DATA collection related to RAMP.</li> <li>• Undertake other duties as directed.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Develop/review, in consultation with the Team Leader/Program Manager, protocols or formal agreements with key stakeholders, sharing of information, confidentiality of agreements, decision making processes and conflict resolution processes.</li> <li>• Develop and deliver training &amp; education presentations to local, regional, state-wide groups as required.</li> </ul>

	<ul style="list-style-type: none"><li>• Liaise with key management and staff from within the broader community &amp; health services sectors including hospitals, Community Health, housing, aged care, children's services, drug &amp; alcohol, problem gambling and other relevant services and facilitate effective links to enhance referral options for women and children and promote awareness of family violence.</li><li>• Cooperate and participate in any evaluation processes either broadly related to family violence work or specifically regarding the strategies.</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Other duties as directed.</li></ul>

## CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. This is a fixed term position until August 2019.
3. You will initially be employed at our Northern office in Eaglemont. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
4. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
5. The base salary for this position is SCHADS Level 6, PP1-3 which is \$76,076.00-\$79,613.04 (pro-rata) under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
6. You will be eligible for an annual motor vehicle allowance of \$10,500 (pro rata). This allowance is all inclusive for motor vehicle costs incurred during employment with Berry Street.
7. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
8. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
9. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
10. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes
11. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
12. Berry Street has a smoke-free workplace policy

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Work office hours with the possibility of extended hours.	Regularly
	Work in an open plan office.	Could be daily
	Work in buildings which may be two-storey.	Could be daily
	Sit at a computer or in meetings for extended Periods.	Daily
	Present at court and other jurisdictions.	Occasionally
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regularly
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regularly
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, writing reports, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regularly