

POSITION DESCRIPTION

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| JOB TITLE | Regional Service Integrator – Family, Domestic and Sexual Violence Pilot |
| STATUS | Full Time (or Part Time minimum 0.6FTE) Fixed Term until 30 June 2027 |
| LOCATION | 1 FTE – North (Launceston) and 1 FTE – North West (Burnie/Devonport) |
| DATE | December 2025 |
| REPORTS TO | Laurel House – Senior Counsellor – Intake, Crisis and After Hours, and Engender Equality – Service Integrator Manager |
| AWARD | Social, Community, Home Care and Disability Services Industry Award 2010, Level 6 |

ABOUT LAUREL HOUSE

Laurel House provides a range of trauma-informed, evidence based, therapeutic services to victim-survivors of sexual assault, and for children and young people who use harmful sexual behaviours. We also develop and deliver a broad range of programs to adults, young people and children including the provision of therapeutic face-to-face counselling at our centres located at Launceston, Devonport and Burnie and through outreach locations across the North and North West Tasmania. Laurel House is partnering with the Tasmanian Government in the delivery of the North and North West Arch centres (multidisciplinary centres) for victim-survivors of sexual harm. Laurel House delivers the specialist programs for children and young people who have displayed harmful sexual behaviours in North and North West Tasmania. Our team also provides community education programs focused on the prevention of sexual harm and on supporting parents, carers and service providers to better respond to disclosures of sexual violence. Laurel House is funded by the Australian Government to specifically build capacity of the workforce who support victim-survivors with disabilities to recognise and respond to disclosures of sexual harm, and to assist people with disabilities to understand their rights and responsibilities within relationships. Laurel House is a child safe organisation committed to upholding the rights of children and young people, and amplifying their voices.

Contracted by Primary Health Tasmania (PHT), Laurel House has partnered with Engender Equality (Engender) to deliver the 'Family, Domestic and Sexual Violence (FDSV) Pilot – Service Integrators Initiative' to June 2026.

PURPOSE OF THE ROLE

Reporting to both the Engender Equality – Service Integrator Initiative Manager, and the Laurel House – Senior Counsellor – Intake, Crisis and After Hours Initiative, the Regional Service Integrator; known publicly as the PCFSV Support Specialist is responsible for developing relationships with a defined number of General Practices (GPs) and Aboriginal Health Services (AHSs) to:

- Provide a phone and web-based FDSV Referral Support Service
- Provide capacity building activities with GPs and AHSs about FDSV including child sexual abuse.
- Provide capacity building activities with FDSV services about GPs and AHSs
- Collect, collate and report Service Integrator data to inform the PHT FDSV Pilot.
- Other duties that enable the safe and effective delivery of the Service Integrator Initiative.

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More information about the FDSV Service Integrators Service Context including the commitment to work in partnership with Engender is available in Appendix A.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Develop professional relationships with General Practices and Aboriginal Health Services

- Develop a strong understanding of the strengths and challenges facing Tasmanian GPs and AHSs in the context of domestic, family and sexual violence (FDSV), including child sexual abuse
- Establish relationships of trust and mutual respect with GPs and AHSs
- Be a source of accessible expertise and practice wisdom about FDSV for GPs and AHSs
- Contribute to GPs and AHSs being able to improve their capacity to recognise and response to FDSV.

Apply an intersectional feminist framework

- Challenge gender and power issues underlying FDSV on both personal and social levels
- Ensure a focus on the accountability of perpetrators
- Consider and apply intersectional approaches to FDSV experienced by people experiencing multiple forms of oppression, discrimination, vulnerability and disadvantage
- Address FDSV by applying feminist frameworks and underpinning theories.

Apply Best Practice

- Implement the Service Integrator resources, tools and methods
- Apply the Code of Practice for specialist family violence services
- Comply with the clinical governance requirements of Service Integrator initiative
- Maintain quality standards and external compliance requirements relating to the Service Integrator role
- In consultation with both the Engender Service Integrator Initiative Manager, and the Laurel House Senior Counsellor, develop and implement a professional development plan to continuously improve.

Delivery of the Service Integrator role

- Ensure a caseload of General Practices and Aboriginal Health Services in Tasmania receive quality and timely Service Integrator services
- Deliver a phone and web-based FDSV Referral Support Service for allocated GPs Practices and AHSs (and other GPs and AHSs when required)
- Deliver a program of capacity building activities with GPs and AHSs about FDSV
- Deliver a program of capacity building activities with FDSV services about GPs/AHSs
- Apply the expertise of victim-survivors of FDSV in the Service Integrator role
- Collect, collate and report Service Integrator data to inform the PHT Pilot.
- Meet or exceed external and/or internal performance targets for the Regional Service Integrator role.

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Operate with limited supervision

- Organise and deliver own work program of Regional Service Integrator functions
- Use initiative to facilitate cooperation with other services to successfully support FDSV referrals from GPs and AHSs
- Travel extensively to meet GPs and AHSs face-to-face
- Use desktop and mobile devices to record data that ensures consistent and high-quality reporting on project outcomes.

PERSONAL QUALITIES AND ATTRIBUTES

- Consistently approachable, friendly and supportive manner.
- High standard of ethics, integrity and accountability which inspires trust and confidence.
- High level emotional intelligence and interpersonal skills.
- Demonstrated commitment to work within a trauma-informed framework and to contribute to a positive and supportive workplace culture.
- Ability to build and maintain collaborative relationships.
- Ability to ensure that communication is appropriate to the context including consistency in messaging and appropriately adjusting to different audiences
- Commitment to professional learning, reflective practice and continuous improvement of self and team.
- Ability to employ sound judgement and decision making amongst competing demands.
- Ability to show initiative in planning and developing new ideas and approaches.
- Demonstrated resilience and exceptional flexibility and adaptability to meet the diverse and changing needs of the organisation.
- Consistently performs work in a manner that complies with workplace health and safety (WHS) and risk management obligations, and other relevant legislative and regulatory practices.

SELECTION CRITERIA

The nominated position objective and duties contained in this position description must also be used to assist in the interpretation of these selection criteria.

Essential Criteria

1. Relevant tertiary qualification and/or experience in the specialist domestic, family and sexual violence sector, including lived expertise
2. Demonstrated interpersonal and communication skills and the capacity to effectively communicate in diverse professional contexts.
3. Knowledge of service frameworks relating to family and sexual violence, and child sexual abuse in Tasmania.
4. Experience and/or preparedness to undertake field work in general practices and Aboriginal Health Services, including extensive independent travel by motor vehicle

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5. Demonstrated commitment to applying a feminist, intersectional framework for understanding family and sexual violence and its impacts on women, gender diverse and non-binary people, children and family relationships.

OTHER POSITION REQUIREMENTS

- Must hold Australian citizenship be a permanent resident of Australia or possess a relevant temporary visa with permission to work rights.
- A current Registration to Work with Vulnerable People Card.
- A satisfactory National Police Certificate.
- Current driver's licence.
- Demonstrated knowledge of Tasmanian Government policies and legal requirements relating to family, domestic and sexual violence (or the capacity to acquire).
- Regular intrastate travel will be required to fulfill the duties of this role.

This job description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks as requested by your supervisor and as necessitated by the development of this role and the development of the business.

LAUREL HOUSE'S COMMITMENT TO DIVERSITY

Laure House values the expertise, lived experience and cultural wisdom of Aboriginal and Torres Strait Islander, LGBTIQ+, migrant, culturally and linguistically diverse, and people with disability. Applicants from these groups are strongly encouraged to apply, as are people with parenting or caring responsibilities

STATEMENT OF COMMITMENT TO THE SAFETY OF CHILDREN AND YOUNG PEOPLE

Laurel House is a Child and Youth Safe Organisation. We have a zero tolerance for child abuse and have systems to protect children and young people from abuse. We take all allegations and concerns very seriously and respond to them consistently in line with our policies and procedures. We actively work to listen to and empower children and to providing an inclusive and safe environment for all children and young people. In particular, we are committed to promoting cultural safety and to ensuring that the diverse needs of children and young people are met.

POSITION DESCRIPTION APPROVAL

Kathryn Fordyce
Chief Executive Officer
Date: December 2025

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APPENDIX A – FDSV Service Integrators: Service Context

Engender Equality has been contracted by Primary Health Tasmania to deliver the 'Family, Domestic and Sexual Violence (FDSV) Pilot – Service Integrators Initiative' to June 2027, in partnership with North and North West Tasmania Sexual Assault Support Services (Laurel House). This involves establishing a new service with a statewide team of Service Integrators to:

1. Provide a FDSV referral support service for General Practices (GPs) and Aboriginal Health Services (AHSs)
2. Undertake capacity building activities with GPs and AHSs about FDSV
3. Undertake capacity building activities with FDSV services about GPs and AHSs
4. Apply the expertise of victim-survivors of FDSV in undertaking (1) to (3) above
5. Participate in research and evaluation of the PHT pilot.

The implementation of (1) to (5) above will be supported by:

6. Specialist practice and clinical governance
7. Data collection and reporting
8. Engagement with PHT and its partners
9. Administrative and logistics support for the Service Integrator team
10. A Governance Committee, comprised of the CEOs of Laurel House and Engender Equality.

Commitment to partnership

The two specialist FSV services delivering this service are committed to applying non-hierarchical, feminist approaches to working together. This means that Engender and Laurel House will foster and maintain a relationship of supportive equals. It is expected that the Manager – and the entire Service Integrator team – work in the same way, across all team members employed by each partner organisation.

Key Service Instruments

The Service Integrators Initiative will be implemented in accordance with the following key instruments:

- **Funding agreement** between PHT and Engender Equality titled "Family, Domestic and Sexual Violence Pilot – Service Integrators Initiative Contract no. CNI849"
- **Sub-Contract** between Engender Equality and Laurel House
- **Service Integrators Operational Plan** approved and monitored by the Governance Committee, including relevant Service Integrators Performance Indicators
- **Service Integrator Manager Position Description** approved by Governance Committee
- **Service Integrator Operational Coordinator Position Description** approved by Governance Committee
- **Regional Service Integrator Position Description** approved by Governance Committee (*this document*)