



**Safety Upgrades Support Worker Ipswich**

Position Details	
<b>Position:</b>	<b>Safety Upgrades Support Worker Ipswich</b> Permanent position with probationary period. Commencing ASAP.
<b>Classification:</b>	Social, Community, Home Care and Disability Service Industry Award 2010 Level 5.1 – 5.3
<b>Salary:</b>	\$40.24 - \$42.30 (hourly rate) or \$78,468 to \$82,485 pro rata per annum. Generous salary sacrifice package and other additional benefits.
<b>Additional Benefits:</b>	Generous salary sacrifice package, 10% superannuation, Additional bonus leave, professional development budget, external supervision, EAP.
<b>Hours:</b>	75 hours per fortnight – 5 days (9AM to 5PM Monday to Friday) until 30.06.19 then reducing to 45 hours per fortnight – 3 days (days negotiable) from the 1.7.19 onward
<b>Accountability:</b>	DVAC Board of Management, CEO, Managers and Staff Team

Organisation information

**Vision**

Passionate Leaders creating freedom from gender violence.

**Purpose**

DVAC works with individuals and communities to eliminate, prevent and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services;
- Challenging social norms and structures that enable people to use violence/enable the use of violence;
- Building awareness and capacity within the community; and
- Encouraging egalitarian relationships.

**Philosophy Statement**

The Domestic Violence Action Centre (DVAC) has a long history in providing high quality services to women, children and young people who have experienced domestic and family violence in the Ipswich, Toowoomba and surrounding regions. DVAC works from a feminist perspective. We have a gender analysis of domestic violence that understands that domestic and family violence is a result of systemic power imbalances and inequalities. We acknowledge the many barriers that exist for women and their families as they seek safety and support, and that women from diverse backgrounds can face particular and unique barriers. We are strong advocates for change on all levels. We actively stand against all forms of oppression (including racism, sexism, ableism, homophobia, and multiple other forms of oppression) and believe in the right of justice, equality and fairness for all.

We regard women as the experts over their own life and we see our work as a partnership that is respectful, transparent and accountable. We work from a relationship-based approach where we are committed to

sharing information, validating choices and ensuring we provide a safe space that is non-judgemental and at all times supportive.

We aim to consistently apply the same set of values and principles to all levels of our work – with clients, with colleagues in our organisation, and in our valued relationships with other workers and organisations within the service sector. We aim for a high level of integrity in all aspects of our work and we welcome feedback and input from all those involved with our service.

Through high quality service delivery combined with education, training, awareness raising and activism against violence in all its forms, our hope is to use our passion as leaders to create a world free from gender violence.

### **The Organisation**

You will find detailed information about the organisation on our website [www.dvac.org.au](http://www.dvac.org.au)

### **Equal Employment Opportunities**

DVAC values diversity in our workforce, and as such encourages applications from women from Aboriginal or Torres Strait Island backgrounds. DVAC also encourages women from culturally or linguistically diverse backgrounds to apply for vacant positions. DVAC recognises and celebrates the unique benefits that employing a diverse group of women with a broad range of life experiences, brings to the organisation. DVAC has an exemption under Section 25 of the *Anti-Discrimination Act 1991 (QLD)* and it is a general occupational requirement that all applicants identify as female.

## Position Summary

The SUP Support Worker would be primarily based in Ipswich and surrounds and have responsibility for the coordination of the Safety Upgrades Program (SUP) brokerage. There would also be responsibility in the first three months to assist with the winding down of the Keeping Women Safe in their Homes (KWSITH) pilot.

This role includes:

- Development and ongoing maintenance of the SUP Program administrative systems and assisting with policy and procedure development, liaising with contractors and other service providers to secure funding/services related to ensuring aggrieved persons can remain safely in their own homes.
- Assessing women's eligibility for program brokerage as a function of the overall assessment, and approving eligible clients where appropriate. Following an assessment of eligibility and risk, and where appropriate as part of a safety plan, the position will facilitate upgrades to the security of clients' homes, thus allowing women affected by domestic and family violence, and their children, to remain safely in their homes.
- Developing & maintaining collaborative partnerships with relevant government and community organisations to ensure smooth delivery of service.
- The SUP Support Worker role may also provide general services to women, service providers and the community, such as the provision of phone and face to face information and referral, emotional support, advocacy, risk assessment and safety planning.

### Service Delivery

- Provide phone and face to face risk assessment, information, safety planning and support to women and children who are experiencing or have experienced domestic and family violence;
- Develop and maintain SUP administrative systems, ensuring accurate usage of brokerage funds, accurate data management and quality control, administration of final surveys and follow up with clients participating in the KWSITH pilot.
- Facilitate and / or undertake safety audits of homes assessing eligible for safety upgrades brokerage in collaboration with the safety Team Leader that oversees the brokerage program;
- Participate in relevant networks and forums in relation to domestic and family violence and service provision to women, where possible and appropriate;
- Provide information and support on safety to women accessing DVAC.
- Report risk management issues that may impact upon the safety and health of clients to the Team Leader(or Service Manager in her absence);
- Provide emotional support to women and possibly young people who have experienced or are experiencing domestic, family or sexual violence;
- Provide information, referral and some brokerage to male respondents and aggrieved, based on risk assessment, need, and available resources;
- Liaise and work cooperatively with other workers within the service to ensure appropriate access, eligibility and support of clients in the service;
- Liaise with other service providers regarding possibilities for collaboration in service delivery;
- Build positive and effective working relationships with key stakeholders such as the police, trade providers and other welfare and support in the provision and facilitation of adequate and safe responses to women and children experiencing domestic and family violence;
- Undertake administrative duties associated with direct service delivery and data collection.
- The work performed by DVAC involves frontline crisis assistance work supporting individuals and families impacted by to domestic and family violence and/or sexual violence. All staff employed by DVAC will be privy to or take part in traumatic conversations on a regular basis. In addition to the training and support provided by the Employer, the successful applicant will have to be mindful of their own personal wellbeing.

### Staff Team

- Participate in the development of a supportive and safe working environment for all staff, including clear communication paths and consultative decision making practices;
- Abide by the DVAC communication commitment and associated procedures in relation to respectful and direct communication;
- Actively prepare for, and participate in regular performance appraisals with the Team Leader;
- Undertake internal and external professional supervision to ensure accountability of work practices and professional development in relation to the direct work with women and organisational practices;
- Participate in regular and ongoing consultation with the Team Leader and management team, and the staff team where necessary and appropriate, to discuss issues that may impact on work performance;
- Participate in support systems within the organisation including staff meetings, team supervision, staff appraisals, and informal contact; and
- Provide and receive peer support as a part of the staff team.

### Organisational Responsibilities

- Participate in the identification of trends to inform appropriate service development;
- Ensure the provision of culturally, gender and age appropriate services to clients in accordance with service values and requirements;

- Increase knowledge and skills to ensure the provision of culturally, gender and age appropriate services to clients.
- Advocate on behalf of the service within the funded area;
- Participate in media activities where appropriate;
- Participate in planning, policy development and other organisational activities;
- Participate in community engagement events on behalf of the organisation, such as Domestic and Family Violence Prevention Month;
- Participate in staff meetings weekly and The Board meetings as required;
- Comply and contribute to the established accountability systems in place in the organisation;
- Increase knowledge regarding feminist practice and its application in working against domestic and family violence and sexual violence.
- Work within the Practice Standards for Working with Women affected by Domestic & Family Violence, and the Professional Practice Standards: Working with men who use domestic and family violence developed by the Department of Communities Qld and the Qld Government Interagency Guidelines for Responding to Adult Victims of Sexual Assault and the National Standards of Practice Manual for Services Against Sexual Assault; and
- Undertake any other duties as lawfully directed by the CEO, Service Manager or Team Leader.

## Accountability

The Safety Upgrades Support Worker is required to work within the philosophy, objectives and policies of the organisation including:

- Working within a feminist framework.
- Working as a member of the staff team.
- Utilising consultative and collaborative processes.

The Safety Upgrades Support Worker is ultimately accountable to the Safety Team Leader, but will also report to the CEO and the Board as the employing body. The Safety Upgrades Support Worker will comply with the established processes for ensuring the transparency of all decisions and actions taken in the course of the work. The Safety Upgrades Support Worker will also be accountable to the staff team and the consumers of the service.

## Preferred Qualifications and Experience

- Possession of relevant tertiary qualifications in the human services field.
- Experience and skills in gender-based violence risk assessment, trauma informed practice, safety planning, crises support, system advocacy and case management.
- Well- developed crisis response skills in risk assessment and management.
- Well-developed interpersonal and communication skills.
- Excellent knowledge of computer programs such as Microsoft Office (including Excel and Word) and strong administrative skills.
- Current driver's licence and Blue Card.
- All DVAC staff are required to complete a National Police Check upon successful offer of position.

## Personal Attributes

- Passion for working with women in a rapidly changing, intensive, crisis driven environment.
- Ability to remain calm and make professional assessments under pressure.
- Ability to advocate while maintaining positive relationships with both stakeholders and colleagues.

- Ability to be organised, prioritise and manage time effectively in the face of multiple demands.
- Willingness to engage in honest, transparent, reflective and accountable practice.
- Ability to connect daily crisis work with larger organisational goals and community outcomes.

## Applying for this position

Please send a current CV along with a no more than **2-3 page** expression of interest document addressing the selection criteria below to [ea@dvac.org.au](mailto:ea@dvac.org.au) using the subject line "Safety Upgrades Support Worker EOI". Applications that do not address the Selection Criteria will not be considered

The closing date is **9am on Friday 10<sup>th</sup> of May 2019**.

## Selection Criteria

1. What is your knowledge of the issues affecting women and children experiencing domestic and family violence, and your understanding of feminist perspectives on domestic and family violence, including the individual, familial, legal and social issues involved?
2. Outline your experience and skills of administrative functions (e.g. computer skills, data management, reporting, Excel spreadsheets and other software programs) and how do you contribute to such functions?
3. Outline your extensive experience and skills in, and conceptual framework for, conducting risk assessments and delivering crisis support and advocacy work with women who have experienced trauma.
4. Describe how you developed your capacity to build positive and effective working relationships with a range of stakeholders, and what specific skills do you contribute to this process.
5. What strategies and skills do you employ to work autonomously and to prioritise competing demands, and in what contexts have you had to apply these strategies?