



POSITION DESCRIPTION

- Positions:** DV Practitioner – Relief (Casual) Toowoomba (6 months probationary period)
- Classification:** Social, Community, Home Care and Disability Services Industry Award 2010 Level 4.1 – 4.3
- Salary:** \$43.98 (hourly rate)
- Hours:** As required (9am to 5pm Monday to Friday)
- Accountability:** DVAC Board of Management, CEO, Service Manager, Safety Team Leader and Staff Team.
- Location:** The Position is based in Toowoomba and Darling Downs area

Vision

Our vision is for a community where all people are participating with respect and dignity, to ensure that everyone lives safely and free from violence and abuse.

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.

Values

Feminism informs our understanding of the nature of violence in our communities and guides the way we work to address it. In delivering our services, DVAC is committed to:

- **Safety** – A subjective and complex human right, which is the basis for a rich and meaningful life;
- **Integrity** – A commitment to act ethically and transparently, with congruence and goodwill (“walking the talk”)
- **Community** – Belonging and connectedness
- **Justice** – Equal access to the benefits of society and human rights
- **Innovation** – Creatively exploring possibilities and responding to evolving needs

The Organisation

The Domestic Violence Action Centre (DVAC) is a not-for-profit organisation located in Ipswich servicing the local government areas of Ipswich City Council, Somerset Regional Council, Lockyer Valley Regional Council, Scenic Rim Regional Council (excluding Beaudesert) and Toowoomba, the Darling Downs and parts of the Maranoa. Since April 1994, DVAC has been committed to working with our communities towards the prevention and elimination of domestic and family violence. DVAC now has the opportunity to extend our services into Toowoomba and the Darling Downs. The Domestic Violence Action Centre (DVAC) is actively

involved in supporting women, young people and children who are experiencing or who have experienced domestic and family violence, supporting men who are actively committed to behaviour change (in Toowoomba) as well as providing information and education to the community at large. DVAC provides a range of services that include:

- Telephone information, referral, advocacy and support services to women and children;
- Court support for domestic violence call over in the 11 regional courts throughout both regions (Ipswich, Gatton, Toogoolawah/Toowoomba, Warwick, Dalby, Chinchilla, Pittsworth, Oakey, Stanthorpe and Goondiwindi);
- Place-based and electronic outreach to key satellites (Springfield, Goodna, Gatton, Laidley, Lowood/Warwick, Stanthorpe, Dalby, Chinchilla, Goondiwindi, Oakey, Pittsworth) in the catchments;
- Mobile outreach to women and their children in motels or other temporary accommodation in Toowoomba awaiting refuge;
- Therapeutic services and group work for women and children and young people who have witnessed or experience domestic violence;
- Women's recovery services, including facilitating access to education, employment and increased social and community connectedness;
- Group work and family support for young men (and their mothers) who are using violence against their mother and/or siblings;
- Behaviour change programs for men who are using violence in their intimate partner or family relationships;
- Safety upgrades for women and children wanting to stay safe in their homes, and;
- Providing professional training and resources to other service providers and stakeholders.

DVAC/DVACT provides sexual violence support services to those who have experienced recent/historical sexual violence in our regions. This distinct program of DVAC, the Service Against Sexual Violence (Ipswich) and the Sexual Assault Service (Toowoomba), provides individual counselling and support services for adults over 14 (men and women). In addition to this, DVAC works closely with our communities and key stakeholders to develop and maintain an integrated response to domestic and family violence issues. This involves encouraging other key stakeholders to engage in collaborative responses to domestic and family violence issues throughout our community in order to ensure safety for women and children, and accountability for people using violence.

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 DV Practitioner would be primarily based in Toowoomba & surrounds providing counselling and support to women who are experiencing or have experienced or used domestic and family violence. The DV Practitioner role will provide general services to women, service providers and the community, such as the provision of phone and face-to-face information and referral, crisis counselling, advocacy, risk assessment, safety planning and case management. The DV Practitioner will be assessing women's eligibility for Safety Upgrades brokerage as a function of the overall assessment, and referring eligible clients for brokerage where appropriate. The DV Practitioner will also engage in some short-medium term individual counselling and/or group work with women where possible.

The DV Practitioner (Toowoomba) will participate in a satellite and mobile outreach roster with other DV Practitioners and Counselling Team workers. The key outreach points for satellite services will be in Warwick,

Stanthorpe, Dalby, Chinchilla, Goondiwindi, Oakey and Pittsworth. Mobile outreach services will be offered to women and children in hotels or other temporary accommodation awaiting refuge in Toowoomba, and all direct service delivery workers will participate in an on-call roster for this outside of business hours. When DV Practitioners are delivering satellite services, they will be located off-site from the DVAC main office, but will be based in another community-based organisation, with access to the informal support that this offers. While DVACT will seek to stay connected with off-site workers, it will be important for any worker in this position to be able to work autonomously, ethically and with limited direction at times. Due to the nature of the work and location, liaison, networking and developing collaborative partnerships will be a function of the role.

The DV Practitioner may also attend Domestic Violence Call over at one of the 11 Magistrates Courts serviced by DVAC as required. This includes providing court support services, information and advocacy directly to aggrieveds and respondents who have experienced domestic or family violence, as well as liaising with key stakeholders within the court system alongside the team at DVACT.

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.

Preferred Qualifications and Experience

- Possession of relevant tertiary qualifications in the psychology, social work or human services field;
- Experience and skills in risk assessment, safety planning, crisis support, counselling, court support and advocacy;
- Experience and skills in working in community based organisations utilising a feminist perspective;
- Knowledge regarding feminist practice and its application in working against domestic and family violence;
- Knowledge and skills to ensure the provision of culturally, gender and age appropriate services to clients;
- Well-developed interpersonal and communication skills;
- Current driver's licence and Blue Card;
- Working knowledge of the Domestic & Family Violence Protection Act 2012 and knowledge of court and legislative proceedings as they relate to the Act, and;
- All DVAC staff are required to complete a National Police Check upon successful offer of position.

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 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.
3. Outline your extensive experience and skills in designing, developing and delivering counselling and case management with women and young people from a feminist perspective.
4. 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?
5. How have you contributed to, and what are your values in relation to, a supportive and collaborative staff team environment in a community based organisation?
6. What is your knowledge of the administrative functions of a community based organisation (e.g. computer skills, data management, reporting, verbal and written skills) and how do you contribute to such functions?

Responsibilities and Duties

Service Delivery:

- Provide phone and face to face risk assessment, safety planning, crisis support, advocacy, information, and referral to women and children who are experiencing or have experienced domestic and family violence;
- Provide information and support on the court process to women accessing DVAC. This includes supporting women to apply for in domestic violence protection order applications outside call over hours;
- Participate in an on-call after hours roster for mobile outreach to women and children in motels or other temporary accommodation awaiting refuge;
- Participate in a roster to ensure coverage and service provision of place-based services in Warwick, Stanthorpe, Dalby, Chinchilla, Goondiwindi, Pittsworth & Oakey during business hours & by negotiation where required;
- Undertake and/or participate in case coordination and case management of clients where required;
- Report risk management issues that may impact upon the safety and health of clients to the Safety Team Leaders or Service Managers in her absence;
- Provide specialist counselling to women and possibly young people who have experienced or are experiencing domestic and family violence;
- Provide specialist group work services to women, and possibly young people, who have experienced domestic violence in collaboration other workers or external co-facilitators;
- Provide information, referral and some brokerage to male respondents and aggrieved, based on risk assessment, need, and available resources;
- Facilitate and/or undertake safety audits of homes eligible for safety upgrades brokerage in collaboration with other team members and/ or stakeholders;
- 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, particularly in relation to joint delivery of groups to women;
- Build positive and effective working relationships with key stakeholders such as the police, child protection systems, Centrelink, health services and other welfare and support services and agencies in the provision and facilitation of adequate and safe responses to women and children experiencing domestic and family violence;
- Provide face-to-face court support and advocacy services to women and men at the designated Magistrates Courts contained within the DVAC catchment as required. This includes providing information on the court process, negotiating with court staff, attendance with aggrieveds in court, and safety planning;
- Participate in relevant networks and forums in relation to domestic and family violence and service provision to women, where possible; and
- Undertake administrative duties associated with direct service delivery and data collection.

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 annual performance appraisals with the Safety Team Leader and Service Manager;
- 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;
- Where relevant to your role, and where capacity allows, participate in and contribute to the development of funding submissions, in collaboration with the CEO;
- Ensure the provision of culturally, gender and age appropriate services to clients in accordance with service values and requirements;
- Advocate on behalf of the service within the funded area;
- Occasionally represent the service at external forums when requested and available;
- Participate in the monitoring of legislative and policy developments in regard to domestic and family violence;
- Participate in media activities where appropriate;
- Participate in planning, policy development and other organisational activities;
- Participate in completing program specific monthly written reports to the CEO and the Management Committee as well as completing data entry for quarterly reports for the funding body in consultation with the Service Manager;
- Participate in community engagement events on behalf of the organisation, such as those planned during Domestic and Family Violence Prevention Month & Sexual Violence Prevention Month;
- Participate in staff meetings fortnightly and Board meetings as required;
- Comply and contribute to the established accountability systems in place in the organisation;
- All workers are required to work within the *Practice Standard for Working with Women affected by Domestic & Family Violence* developed by the Department of Communities Qld, 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 Safety Team Leader.

Accountability

The Relief/Casual DV Practitioner 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; and
- utilising consultative and collaborative processes.

The Relief/Casual DV Practitioner is directly answerable to the Safety Team Leader (at either site) and will report to them on all service delivery and organisationally related aspects of the position in the first instance. For some other organisational aspects the Relief/Casual DV Practitioner may report to the Service Managers. The Relief/Casual DV Practitioner is ultimately accountable to the Service Managers, CEO and the Board as the employing body; however, the immediate line of accountability rests with the Safety Team Leader(s). When the Safety Team Leader is away or unavailable, the Relief/Casual DV Practitioner will report to the Service Managers. The Relief/Casual DV Practitioner will comply with the established processes for ensuring the transparency of all decisions and actions taken in the course of her work. The Relief/Casual DV Practitioner will also be accountable to the staff team and the consumers of the service.

Applying for this position

Please send a **current CV** along with a no more than **2 page** document, **addressing the selection criteria** to: The Selection Panel PO Box 964 Ipswich QLD 4305

Or email ea@dvac.org.au using the subject line "DVP TWBA casual EOI"