



POSITION DESCRIPTION

DFV Specialist

Position Details

Position:	DFV Specialist
Classification:	SCHADS Social, Community, Home Care and Disability Services Industry Award 2010 and the DVAC Certified Agreement 2017 Level 5.1 – 5.3

Organisation information

Vision

Reduce the prevalence and impact of gender-based violence in our communities.

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
- Encouraging egalitarian relationships

The Organisation

You will find detailed information about the organisation on our website www.dvac.org.au

Equal Employment Opportunities

DVAC values diversity in our workforce, and as such encourages applications from individuals from all cultural backgrounds.

Position Summary

The employee is required

- To provide a holistic domestic violence response to clients who have experienced or are experiencing gender-based violence using a trauma informed, case management approach
- Work collaboratively with clients to identify current needs and develop a plan for ongoing support and referral as needed.
- To work with clients to improve and increase their safety and that of their children.
- Refer to Level 5 Characteristics in the Social, Community, Home Care and Disability Services Industry Award.

Key Responsibilities and Outcomes

Service Delivery

- To practice with a strong understanding of issues relating to domestic, family or sexual violence

- Provide phone and face to face comprehensive and ongoing risk assessments, safety planning, crisis support, advocacy, information, referrals to additional services and supporting clients to navigate the service systems
- Provide trauma-informed domestic and family violence support which best meets the needs of clients
- Undertake and/or participate in case coordination and case management of clients
- Excellent communication skills, particularly in negotiation, advocacy and conflict resolution
- Provide a flexible service and have the ability see clients off site. This could include clients living in regional areas. It will be important for the employee to be able to work autonomously, ethically and with limited direction at times
- To assess women's eligibility for Safety Upgrades brokerage as a function of the overall assessment, undertake home safety audits and refer eligible clients for brokerage where appropriate in collaboration with the member of staff that oversees the brokerage program
- To carry out the role using sound organisational, administrative and management skills
- Establish and maintain professional working relationships with key stakeholders
- To understand and have a willingness to work from a feminist framework
- Play an active role in keeping perpetrators of family violence in view and holding them accountable through gathering and sharing information with key agencies
- Provide face to face court support and advocacy services to women at the designated Magistrate's courts contained within the DVAC catchment as required
- Provide group work services to individuals who have experienced domestic violence in collaboration other workers or external co-facilitators
- Work within allocated portfolios, taking on focus areas such as intake & assessment, Child Safety, Health, outreach to designated rural areas, mobile on-call roster, LGBTQIA+, Culturally and Linguistically Diverse, and Aboriginal and Torres Strait Islander People, etc. This will differ between sites

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 leadership team, and the staff team where necessary and appropriate, to discuss issues that may impact on service delivery
- Participate in support systems within the organisation including staff meetings, team supervision, staff appraisals, and informal contact
- 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
- Advocate on behalf of the clients and 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 and network meetings on behalf of the organisation
- Participate in all internal Organisational and Board meetings as required
- Comply and contribute to the established accountability systems in place in the organisation
- 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

- Undertake administrative duties associated with direct service delivery and data collection
- Undertake any other duties as lawfully directed by Leadership.

Accountability

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

Preferred Qualifications and Experience

- Possession of relevant tertiary qualifications in the human services field
- Strong experience and skills in gender-based violence risk assessment, trauma informed practice, safety planning, crisis support, DFV counselling, system advocacy and case management
- Well-developed interpersonal and communication skills
- IT skills and be proficient in working with Microsoft Office programs
- A working knowledge of or the ability to acquire understanding of the Domestic & Family Violence Protection Act 2012 and knowledge of court and legislative proceedings as they relate to the Act
- Current driver's licence, Blue Card, Covid Vaccination (or medical exemption)
- 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
- Well-developed interpersonal and communication skills to include negotiation, advocacy and conflict resolution
- 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
- Values which match the values and the feminist ethos of the organisation