



## POSITION DESCRIPTION

### DFVS Intake and Response Team Leader - Ipswich

#### Position Details

<b>Position:</b>	<b>Domestic Violence Services Intake and Response Team Leader</b> Full-time position with probationary period
<b>Classification:</b>	SCHADS 7.1, Community, Home Care and Disability Services Industry Award 2010 and the DVAC Certified Agreement 2017

#### Organisation information

##### **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](http://www.dvac.org.au)

##### **Equal Employment Opportunities**

DVAC is committed to diversity in our workplaces. We encourage people who identify as Aboriginal or Torres Strait Islander, have a disability, come from different cultural backgrounds and the LGBTQ+ community to work in our organisation.

#### Position Summary

Domestic Violence Services Intake and Response Team Leader reports to the Practice Manager and is part of the Combined Leadership team. This role plays a pivotal role in advancing the organisation's mission to eliminate, prevent, and respond to domestic, family, and sexual violence. As a leader, you will oversee a dedicated team, ensuring high-quality service delivery, innovative program development, and adherence to best practices. Your leadership will support both the immediate needs of those impacted by gender-based violence and the strategic objectives of the organisation.

In this role, you will manage, develop and sustain quality practice standards, and foster a positive workplace culture. You will also contribute to strategic planning, collaborate on integrated service delivery models, and ensure compliance with relevant legislation and standards. Your work will be informed by a strong understanding of trauma, risk management, and gendered analysis, underpinned by DVAC's feminist principles.

Key to your success will be your ability to lead with autonomy, integrity, and a deep commitment to the values of DVAC, while navigating the challenges of a crisis-driven environment. This position requires a proactive, reflective, and adaptable leader who can connect daily operational demands with larger organisational goals, ensuring that DVAC remains a leader in supporting those affected by violence.

The role is based in the Ipswich service with flexibility for remote work and requires travel between all DVAC locations.

#### Key Responsibilities and Outcomes

##### **Administrative/Line Management**

- Ensure teams operate in accordance with the organisation's purpose, strategy, values, policies, procedures, and frameworks.
- Meet reporting requirements for the relevant initiatives
- Oversee external supervisors accessed by team members in line with DVAC policy.

- Ensure high-quality, effective, and streamlined administrative processes and procedures are in place and support staff in implementing these.
- Manage and monitor the team's capacity demands, ensuring appropriate work allocation, triaging, and prioritisation.
- Ensure compliance with relevant legislation, practice standards, and organisational policies.
- Provide timely and effective communication to the Executive Team regarding service delivery demands, needs, and operational updates.
- Lead the identification and implementation of solutions to service delivery gaps and trends, in alignment with organisational strategy.
- Meet reporting requirements for relevant initiatives and maintain accountability to the Executive Team, CEO, and the Board.
- Perform any additional tasks as directed by the CEO or Practice Managers, within legal and organisational guidelines.

### ***Professional Skills and Knowledge***

- Make timely, ethical, and informed decisions using the Ethical Decision-Making Framework, considering the broader context.
- Ensure clear, concise, and inclusive communication tailored to individual needs and strengths.
- Actively listen with empathy to understand and effectively respond to employees' needs and concerns.
- Identify and evaluate risks, develop and implement mitigation strategies, maintain the risk register, and lead continuous improvement.
- Develop and maintain a strong practice framework grounded in a gendered analysis of domestic, family, and sexual violence, with an understanding of its intersections with trauma.
- Collaborate on quality improvement initiatives, ensuring best practices and innovative program development.
- Advocate on behalf of clients and the service within the funded area, ensuring adherence to anti-discriminatory, client-centred practices.
- Stay informed of legislative and policy developments regarding domestic, family, and sexual violence, ensuring alignment with current standards and guidelines.
- Lead and participate in the development of funding submissions, in collaboration with the Executive Team
- Lead the development of best practice systems and tools to support service delivery within the team.
- Increase knowledge and application of feminist practice in addressing domestic, family, and sexual violence

### ***Support/Person***

- Provide regular formal and informal supervision to your direct reports, following the PACE Capability Framework to support a collaborative work environment.
- Conduct performance reviews, address performance issues, and implement improvement plans.
- Foster a positive organisational culture by supporting the development of interpersonal relationships within the team, aligned with DVAC values, beliefs, and Code of Conduct.
- Engage in the recruitment process, ensure thorough orientation and induction for new team members.
- Offer guidance and model appropriate conflict management in line with organisational values.
- Support team well-being by managing workload, setting boundaries, and promoting a balanced work environment.
- Lead and uphold our organisational values.

### ***Educative/Professional Development***

- Identify as a competent and confident leader at DVAC and Pursues continuous growth and learning for self and others
- Facilitate professional development opportunities for team members, including internal and external training and workshops. Provides opportunities and plans for professional growth of team members using DVAC review and planning processes.
- Facilitate relevant service delivery meetings, program meetings, and group case consultations to promote practice development and staff support.
- Strives toward excellence in staff supervision, support, and professional development.
- Engage in reflective and self-aware practice, encouraging continuous learning and improvement within the team.
- Policy and Procedure Development: Assist with the development and maintain service delivery policies, procedures, practice guidelines, quality systems, and accreditation.

- Respond to periodical and ad hoc reporting requests from the funding body, CEO, and Board.

This list of responsibilities is not exhaustive and may be subject to change. The role may involve additional tasks and duties as assigned by the CEO or Practice Managers, in accordance with organisational needs and legal requirements. Flexibility and adaptability are expected, as responsibilities may evolve over time.

### Accountability

The Team Leader is required to work within the philosophy, objectives and policies of the organisation including:

- Working within a feminist framework.
- Working as a collaborative member of the staff team.
- Leading a high performing team

The Team Leader is accountable to the Practice Manager and operates with a high level of autonomy.

Accountability will also be required for the broader staff, service users, stakeholders, CEO, and the Board as the employing body. The Team Leader will comply with the established processes for ensuring the transparency of all decisions and actions taken in the course of the work. The Team Leader will comply with established processes to ensure the transparency of all decisions and actions taken in the course of the work.

### Requirements

- Experience in not-for-profit leadership
- Comprehensive knowledge of Organisational policies and procedures
- Relevant tertiary qualifications in human services.
- Demonstrated experience in staff leadership and supervision.
- Expertise in trauma-informed practice, crisis support, and system advocacy.
- Strong communication, interpersonal, and crisis response skills.
- Experience working with diverse populations, including children, young people, women, and men affected by domestic and sexual violence.
- Understanding of feminist practice in the context of gender-based violence.
- Driver's license

The shortlisted candidate will be required to complete pre-employment screening including working with children check (Blue Card) and criminal history check.

### Personal Attributes

- Demonstratable commitment to the DVAC Mission, Values, and feminist principles
- Commitment to working in a high-pressure, crisis-driven environment.
- Calm, professional decision-making under pressure.
- Strong advocacy skills while maintaining positive relationships.
- Effective time management, prioritization, and organization.
- Transparent, reflective, and accountable practice.
- Ability to connect daily tasks with broader organizational and community outcomes.
- Effective decision making, professional judgment and ethical behaviour
- Strong management and strategic leadership capability

### DVAC Organisational Workforce Capabilities

- Understanding the nature, drivers and context of domestic, family and sexual violence and trauma
- Upholding dignity and value through healing-centred engagement
- Managing risk, prioritising safety and recovery
- Working as part of an integrated system
- Demonstrating a reflective and self-aware approach