



POSITION DESCRIPTION

DFVS Support Worker

Position Details

Position	DFSV Support Worker Part time position with probationary period.
Classification	SCHADS Level 3, Social, Community, Home Care and Disability Services Industry Award 2010 and the DVAC Certified Agreement 2017

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, and
- Encouraging egalitarian relationships.

The Organisation

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

Equal Opportunity 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

The Domestic Family and Sexual Violence Support Worker (DFSV Support Worker) will work alongside the DVAC team to provide support to increase the safety and wellbeing of individuals affected by domestic, family and sexual violence. Aligned with our Organisational values, policies and practice frameworks.

The purpose of this role is to provide support across the service as delegated by your supervisor, enhancing client service delivery through assisting with court support, administrative tasks and client work. This role is not required to hold a caseload.

Key Responsibilities and Outcomes

Working under close supervision and alongside a broader DVAC team the DFSV Support worker will;

- Provide support to clients attending court, including explaining processes and offering emotional support.
- Participate in team meetings and case discussions as required.
- Participate in training and development, supervision and ongoing learning opportunities.
- Support clients in completing relevant applications and referrals with advice and supervision.

- Ensure all necessary documentation is gathered and submitted ensuring timely and accurate completion, including updating client related documentation and reporting.
- Accompany specialists on home visits and provide additional support.
- Support with community outreach events and integrated service system responses alongside DVAC team members.
- Provide general administrative support such as answering phone calls, providing reception support, managing emails, and other office duties as required.
- Enter and maintain accurate data in client management systems, ensuring confidentiality and compliance with privacy regulations when required.
- Gather and document client feedback to help improve services and identify areas for development within the program.

This position description is intended to outline the primary responsibilities and duties of the DFSV Support worker. It is not exhaustive and should not be considered as encompassing all tasks that may be required of the role. Additional tasks and responsibilities may be assigned as directed by management to meet the needs of the organisation and support its objectives.

Accountability

The DFSV Support worker works 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 DFSV Support worker reports to the Intake and Response Team Leader within the Intake and Response Team. Additionally, they are responsible to the wider staff, service users, stakeholders, CEO, and the Board, as well as the employing body. The DFSV Support worker adheres to established processes to ensure transparency in all decisions and actions undertaken in their role.

Requirements

- A strong understanding in use of Microsoft Office (e.g. Excel, Word, PowerPoint), as well as experience in word processing, data entry and database management
- Emerging practitioner skills in human services and a willingness to develop a career in specialist Domestic, Family and Sexual violence practice.
- Some experience volunteering/working or on student placement providing support in the human services field to people who are experiencing vulnerabilities in a sensitive and confidential manner.
- Current enrolment in undergraduate study within the Human Services field.
- Well-developed interpersonal and communication skills and emotional intelligence.
- Current driver's licence
- Current Blue Card
- All DVAC staff are required to complete a National Police Check upon successful offer of position.
- Ability to work autonomously, using initiative and creativity within the role specifications.
- Committed to the National Standards for Child Safe Organisation.
- Commitment to DVAC's purpose and values, with sensitivity to issues related to domestic violence.
- Refer to the Level 3 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Personal Attributes

- Passion for working in a value's led organisation and working collaboratively in a rapidly changing, intensive, crisis driven environment.

- Ability to remain calm and respond in a caring and professional manner to people in varying states of distress.
- Commitment to the privacy and confidentiality of all stakeholders.
- Effective decision making, professional judgment and ethical behaviour.
- Ability to engage in honest, transparent, reflective, and accountable undertakings.
- Agility, flexibility and a learning mindset.

DVAC Organisational Capabilities

The DFSV Support worker is an emerging practitioner, working towards the capabilities outlined within the DVAC Capability Framework;

- 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