



POSITION DESCRIPTION

Senior Worker

Position Details

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| Position: | Senior Worker |
| Classification: | SCHADS Social, Community, Home Care and Disability Service Industry Award 2010 and the DVAC Certified Agreement 2017 Level 6 |

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 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 Senior Worker, reporting directly to the Team Leader, plays a critical role in providing practice leadership to team members to achieve quality services and a supportive work environment. The Senior Worker may hold a client case load while also providing direct supervision to Casuals, Students, Support Workers and Graduates within the team. In collaboration with the Team Leader, the Senior Worker contributes to the delivery of high-quality services by supporting practice and program initiatives across DVAC programs in their team and the broader organisation. This role also assists in the coordination of brokerage budgets to ensure resources are effectively allocated to meet client needs.

The Senior Worker will provide specialist service support for clients with trauma-informed, flexible, and responsive support, role modelling DVAC Practice Frameworks and best practice. The Senior Worker will provide program specific service delivery and practice leadership under direction of the Team Leader and Manager.

The Senior Worker works in close collaboration with Team Leaders, the broader team and key stakeholders, ensuring a holistic response that addresses the complex and interconnected challenges faced by victim survivors of violence. Their leadership and expertise significantly contributes to achieving positive outcomes for clients while promoting a culture of safety, empowerment, and recovery.

Key Responsibilities and Outcomes

Administrative/Line Management

- Assist the Team Leaders with oversight and continual development of quality practice
- To engage effectively with clients and provide appropriate trauma-informed support that is flexible and responsive

- Assist with compliance and ensure adherence to best practice standards, Organisational Practice Frameworks, Policy and expectations
- Willingness to act up in the Team Leader role when required
- Assist with case allocation and support in prioritising team workloads
- Assist in brokerage and ER approvals within delegated authority
- Provide rostered on-call support if required
- Providing practice support for needs assessment and safety planning and reporting high risk concerns to the Team Leader, including those affecting client and staff safety and health
- Ensure compliance with statutory laws, financial and regulatory obligations, and quality assurance
- Undertake administrative duties and reporting related to service delivery
- Leads our Organisational Values and contributes to a positive, productive and safe work environment
- Work within the Qld Government Practice Principles, Standards and Guidance – Domestic and Family Violence Services, 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 any other duties as lawfully directed by the CEO, Manager or Team Leader

Professional Skills and Knowledge

- Apply specialist knowledge and understanding of frameworks related to DVAC service delivery
- Makes timely and well-considered decisions that are ethical, informed, and mindful of the broader context, in alignment with the Ethical Decision-Making Framework
- Provide trauma-informed crisis support, risk assessment, safety planning, advocacy, and referral services
- Engage in counselling, case coordination, case management, and group work for clients experiencing domestic, family, sexual violence and homelessness as required
- Assist with the facilitating and the implementation of new practices within the organisation, such as the rollout of embedded DV specialists and court services, where relevant
- Demonstrate communication skills that are clear and concise, inclusive and tailored to unique needs and strengths of individuals
- Practice active listening with empathy and openness to understand and respond effectively
- Participate in the development of culturally, gender, and age-appropriate services, ensuring they align with DVAC values and requirements
- Monitor legislative and policy developments to inform service delivery
- Work collaboratively with stakeholders and maintain positive relationships with government and non-government agencies

Support/Person

- Provide leadership in close collaboration with team leader to support team members , fostering practice confidence and problem-solving
- Provide regular formal and informal supervision to Casuals, Students, Support Workers and Graduates (4 Max) in line with the PASE Capability Framework, ensuring a supportive and collaborative work environment
- Work collaboratively with the leadership team to achieve strategic goals and provide quality support to the team
- Provide mentorship to team members, offering guidance and direction related to practice
- Model, mentor, and guide team members in practice development and trauma-informed crisis response
- Provide support to clients using a person-centred and strengths-based approach to increase their safety, stability, and recovery
- Offer peer support within the staff team and maintain a supportive, safe and positive working environment

Educative/Professional Development

- Assist in the induction process for new staff and volunteers, ensuring alignment with organisational policies, procedures and practices
- Participate in regular professional supervision to maintain accountability and further professional development
- Abide by DVAC's communication commitment, promoting respectful and direct communication
- Participate in internal and external training to enhance feminist practice and its application in addressing domestic, family, and sexual violence
- Engage in professional development related to legislative guidelines, including Qld Government Practice

Principles and National Standards of Practice

- Contribute to the identification of service trends and advocate on behalf of the service within the funded area
- Participate in community engagement events on behalf of the organisation, such as Domestic and Family Violence Prevention Month & Sexual Violence Prevention Month as required

Accountability

The Senior 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 Senior Worker is ultimately accountable to the Team Leaders, though will also report to the Manager, CEO and the Board as the employing body. The Senior worker will comply with the established processes for ensuring the transparency of all decisions and actions taken in the course of the work. The Senior Worker will also be accountable to the staff team and the clients of the service, and lead practice excellence to make meaningful changes in the lives of people we support. The Senior Worker adheres to established processes to ensure transparency in all decisions and actions undertaken in their role.

Qualifications and Experience

- Possession of relevant tertiary qualifications in the human services field
- Minimum of 4 years' experience in the chosen field of specialisation
- Experience and skills in leadership and mentoring frontline staff
- Expertise and significant experience and skills in gender-based violence risk assessment, trauma informed practice, safety planning, crises support, DFV and Sexual Violence counselling, system advocacy and case management
- Working knowledge of or the ability to acquire understanding of the Domestic & Family Violence Protection Act 2012 and parts of the criminal code that relate to Sexual Violence and knowledge of court and legislative proceedings as they relate to the Act
- Current driver's licence, Blue Card and 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
- Ability to remain calm and make professional assessments under pressure
- Well-developed interpersonal and communication skills to include negotiation, advocacy and conflict resolution
- 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
- Ability to work autonomously
- Values which match the values and the feminist ethos of the organisation
- Commitment to Lifelong learning and professional growth

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

Embedded Roles Attachment

Service Delivery – Housing Connector

- Provide purposeful and tailored trauma informed case management services to people and families experiencing homelessness or at risk of homelessness due to domestic and family violence
- Facilitate safe and affordable housing pathways to assist people in establishing and maintaining tenancies
- Provide mobile outreach services, ongoing risk assessment, safety planning, information, advocacy and referral
- Work in partnership with multi-agency responses to individuals and families; assist people to access resources, opportunities and services within the community to promote safety and housing stability

Service Delivery – SASV & DFV

- To work in conjunction with the Team Leader in providing leadership and support for team members as well as practice and program support
- 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
- To provide a holistic response to clients experiencing or at risk of experiencing domestic and family violence
- Provide purposeful, tailored trauma informed case management, case coordination and counselling of clients who have experienced or are experiencing domestic, family and sexual violence
- Provide group work services to clients, who have experienced domestic, family and sexual violence in collaboration with other workers or external co-facilitators

Service Delivery - Counselling/MBIP Team

- Support the Counselling and Men's Behaviour Intervention programs to provide a holistic response to clients experiencing or at risk of experiencing domestic and family or sexual violence
- Provide holistic responses to perpetrators of domestic violence who are accessing our men's intervention programs
- Provide practice and program support to the Counselling and Men Behaviour Intervention program teams
- Provide program information and referral options to men who are using violence in their intimate partner relationships
- Assist as required in co-facilitating in the men's behaviour intervention programs (group and 1:1 engagement as required)
- Provide oversight of group work that is provided to clients who are experienced and who are using violence
- Provide support to facilitators who co-facilitate groups for people experiencing and using violence