



POSITION DESCRIPTION

Integrated Service Response Worker

Position Details

Position:	Integrated Service Response Worker (ISRW)
Classification:	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 and
- 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 Integrated Service Response Worker (ISRW) is primarily responsible to develop and maintain strong links and partnerships with organisations, services, and community partners in developing a local Domestic, Family & Sexual Violence Prevention Plan for the Ipswich region.

The role will be responsible for assisting in event planning with a focus to improve the reach and efficacy of the organisations integrated response in addressing the drivers of gender-based violence and support services in the Greater Ipswich Region to be able to identify and respond to domestic, family, and sexual violence.

Key Responsibilities and Outcomes

Service Delivery

- Organise and lead community awareness raising initiatives including for Domestic and Family Violence Prevention Month, and the 16 days of Activism each year

- Participate in networks with key stakeholders in the Greater Ipswich area to improve the community response to domestic, family and sexual violence
- Generate donations through development of DVAC's online presence
- Lead the organisation of the quarterly Practice Forums with the help and participation of the staff team
- Deliver presentations and training to local service providers and community organisations to raise awareness regarding domestic, family and sexual violence prevention and DVAC service provision.
- Coordinate monthly Practice Sessions for DVAC Staff
- Undertake administrative duties associated with service delivery and data collection
- Assist with donations and Christmas present process for clients
- Organise annual focus groups with women who have accessed the service in collaboration with Team Leaders, Managers and 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 Supervisor
- 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 Supervisor 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
- Ensure the provision of culturally, gender and age appropriate services to clients in accordance with service values and requirements
- Increase knowledge and skills to ensure the provision of culturally, gender and age appropriate services to clients.
- Advocate on behalf of the service within the funded area
- Participate in media activities where appropriate
- Participate in planning, policy development and other organisational activities
- Participate in staff meetings and the Board meetings as required
- Comply and contribute to the established accountability systems in place in the organisation
- Increase knowledge regarding feminist practice and its application in working against domestic and family violence and sexual violence.
- Work within the Domestic and Family Violence Services Practice principles, standards and guidance and 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, Managers or Team Leader.

Accountability

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

Qualifications and Experience

- Possession of relevant tertiary qualifications in the human services field
- Experience working in the domestic, family and sexual violence sector
- Experience of working in a community-based organisation and a feminist framework
- Experience delivering training and public speaking
- Current driver's licence and Blue Card
- All DVAC staff are required to complete a National Police Check upon successful offer of position
- Experience with IT systems such as Microsoft 365

Personal Attributes

- Passion for working with the community to raise awareness of the drivers of domestic, family, and sexual violence
- Ability to speak in public with confidence to a wide range of stakeholders
- 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 practice with larger organisational goals and community outcomes.

DVAC Organisational 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