

Position Description

Position Title:	Domestic Violence Response Worker
Service Area:	Domestic and Family Violence (DFV)
Classification:	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i> Level 4
Location:	3 Powell Lane, Charters Towers, Qld, 4820.
Reporting To:	Team Leader Domestic and Family Violence
Direct Reports:	Nil
Issue Date:	August 2022

The Organisation

Prospect Community Services Ltd. is a non-profit organisation managed by a Board of enthusiastic, community minded people. The organisation endeavours to identify, promote and develop the interests and needs of the Charters Towers community through the provision of a diverse range of programs and services.

The Domestic Violence Program provides support and assistance to women and children affected by domestic and family violence. It delivers practical help to Participants to find safe, secure, affordable housing, and to obtain information, advice, and referrals to appropriate services. The program also delivers outreach services to rural and regional Participants in the Charters Towers, Dalrymple and Northern Highlands areas (excluding McKinlay and Richmond Shires).

Position Purpose

The Domestic Violence Response Worker will work as part of the Domestic Violence Response Team delivering services such as Court Support, Mobile Outreach Support, and Domestic Violence Shelter-related services. The role involves participation in an on-call roster.

Position Responsibilities

The Domestic Violence Response Worker is responsible and accountable for:

- Providing assessment, referral and support for women and children who are homeless or at risk of homelessness due to domestic and family violence.
- Providing crisis intervention and support.
- Assessing the Participant situations and safety requirements through informed, non-biased and confidential intake and case management.
- Providing practical and emotional support to women and children who are temporarily in motels awaiting access to a shelter.
- Working collaboratively with Participants to gain stable long-term accommodation.
- Undertaking day-to-day tasks required to effectively, efficiently, and safely operate the shelter facility (e.g. cleaning units after Participant departures; preparing units in readiness for Participant intake; washing linen; undertaking basic maintenance tasks; liaising with Participants to maintain quality presentation of the facility).
- Ability to identify and report actual and perceived conflicts of interest.
- High regard for professional boundaries.

- Participating in the service area's on-call roster in order to provide a 24-hour/ 365 day per year service to Participants and the community.
- Maintaining Participant privacy and confidentiality, and treating Participants with dignity, respect and sensitivity at all times.
- Advocating for Participants where necessary.
- Empowering and enabling Participants to exercise their right to self-determination.
- Developing, maintaining, and submitting internal and external records and reports in the required manner, form, and timeframe.
- Taking reasonable care for their own health and safety and ensuring their acts or omissions do not adversely affect the health and safety of other persons (including Participants).
- Implementing Prospect Community Services Ltd.'s work health and safety risk management processes.
- Complying with all related legislation, regulations, standards, codes, guidelines, and quality frameworks.
- Adhering to Prospect Community Services Ltd. policies, procedures, and guidelines.
- Performing designated tasks and duties as rostered, and undertaking such other reasonable tasks and duties as instructed by Prospect Community Services Ltd.
- Manage and track individual outputs inline with service agreement requirements.

Key Performance Indicators

- Relevant, accurate, up-to-date, and easily understandable information, advice, and support is always provided to Participants in a timely, sensitive, and respectful manner.
- Women and children affected by domestic and family violence are appropriately assisted in having their needs met in a safe, empathetic, non-judgmental, and individualised manner.
- Participant rights to privacy, confidentiality, and self-determination are constantly observed, and Participant information, data, and records are securely maintained at all times.
- Internal and external relationships and partnerships are nurtured and sustained to deliver a range of appropriate services and support to meet Participant needs.
- Organisational systems, policies, procedures, and guidelines are consistently enacted and complied with to ensure quality work performance and service delivery, and maintenance of a safe and healthy work environment.

Organisational Relationships

Internal: Shelter workers; Housing workers; service area colleagues; other Prospect Community Services Ltd. service areas and team members.

External: Participants (actual and potential); community organisations (including community housing providers); community members; government departments and agencies; support services and refuges; specialist support providers; law enforcement agencies.

Key Selection Criteria

Qualifications and Experience

- Completion of:
DV-alert: Domestic and Family Violence Response Training
Must be completed within 3 months of starting the role.
- Demonstrated experience (minimum two (2) years) in the Domestic and Family Violence field (desirable).

Skills and Attributes

- Applied understanding of, or capacity to develop an applied understanding of, the Domestic and Family Violence Protection Act 2012 (Qld) and the Human Services Quality Framework (HSQF).
- Demonstrated ability to relate effectively to, and communicate sensitively with, women and children escaping domestic and family violence.
- Well-developed interpersonal, negotiation, mediation, and oral and written communication skills.
- Demonstrated ability to work effectively in collaboration with other relevant community and government organisations.
- Demonstrated ability to write reports and maintain Participant records and statistical data.
- Demonstrated ability to work independently and within a team.
- Sound time management and organisational skills and proven capacity to prioritise work commitments.
- Ability to maintain high ethical standards.
- Commitment to observing and implementing work health and safety (WHS) requirements.
- Well-developed computer skills, with proficiency in the Microsoft Office suite and use of information management systems.

Mandatory Requirements

- Current Queensland Driver Licence.
- Possession of, or eligibility to obtain, a current, valid Blue Card Positive Notice (Working with Children check).
- Possession of, or eligibility to obtain, a current NDIS Worker Screening Prescribed Notice (Criminal History screening).
- Ability to pass a drug and alcohol test.

Performance Appraisal

This position is subject to:

- Probationary performance appraisals at or before the end of each of the incumbent's second, fourth, and fifth months of employment; and
- Annual performance appraisals on the anniversary of employment.



Note

It is not the intention of this Position Description to limit the scope, responsibilities, or accountabilities of the position but to highlight its key aspects. These aspects may be altered in accordance with the changing requirements of the role.

Certification

Employee

I hereby acknowledge that I have read, understood and agree to comply with this Position Description. I accept all position requirements, including its responsibilities and key performance indicators which may be altered in accordance with the changing requirements of the role.

Name	Signature	Date
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Direct Supervisor

I certify that this Position Description is an accurate representation of the current requirements of the role.

Name	Position	Signature
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