

# POSITION DESCRIPTION

<b>Position Title</b>	Domestic and Family Violence Specialist Worker	<b>Employee Name</b>		<b>Date</b>	
<b>Location</b>	Monaro-Hume WDV CAS, Upstairs Riverside Plaza Office 104A	<b>Organisational Unit/ Department</b>	Monaro-Hume WDV CAS		
<b>Hours Range</b>	35 hours per week				

## VISION AND MISSION

<p>Our vision is for everyone living in a secure and safe environment</p> <p>Our mission is to support people experiencing difficulties due to homelessness and domestic and family violence by providing responsive interventions and crisis support</p>
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## VALUES

<b>RESPECT</b> <b>EMPOWERMENT</b> <b>EXCELLENCE</b> <b>COLLABORATION</b> <b>INTEGRITY</b>	<p>We act with kindness and respect, providing a friendly, safe confidential environment</p> <p>We treat people equally, with dignity and compassion, understanding an individual's right to make their own choices</p> <p>We are dedicated to providing an accountable, reliable and high-quality service</p> <p>We partner with our clients in their care and work collaboratively with other services to support them</p> <p>We are honest, trustworthy, and accountable in our work and relationships</p>
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<b>Position reports to</b>	Manager WDV CAS	<b>Reportable Positions</b>	Nil
<b>Position Purpose</b>	<p>The Domestic and Family Violence (DFV) Specialist Worker assists the Manager Women's Domestic Violence Court Advocacy Program (WDVCAP) in service delivery. The DFV Specialist Worker exercises a high degree of autonomy and ensures the WDV CAS is relevant, accessible, and responsive to women and their children.</p> <p>The 35-hour position is over 5 days per week. Networking and community engagement are involved in the role to advocate for women and build trusting relationships between the WDV CAS and the community.</p> <p><b>Key areas of responsibility include:</b></p> <ul style="list-style-type: none"> <li>• Responding to referrals by calling women who have been involved in a DFV incident</li> <li>• Liaising with the SAM Coordinator regarding women at serious threat</li> <li>• Attending Local Court AVO List Days on a rotating roster to include Queanbeyan, Moss Vale, Young, Goulburn, Cooma, Crookwell, Yass and Bombala (essential)</li> <li>• Participating and/or initiating Community Development activities</li> <li>• The above list is not exhaustive, and the role may change to meet the overall objectives of the company</li> </ul>		

<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Certificate III in Community services (minimum) or similar or working towards certification and relevant work experience</li> <li>• Understanding of domestic and family violence, its complexities, and consequences, particularly as they affect Aboriginal women and children, and sensitivity to their needs</li> <li>• Knowledge and understanding of the criminal justice response to domestic and family violence including AVO applications and criminal prosecutions and related legal matters such as family law, care and protection, migration, and victim's compensation issues</li> <li>• Ability to work with local Multicultural and Aboriginal communities and the broader community to promote awareness of domestic and family violence and WDVCS services</li> <li>• Excellent skills in verbal and written communication, networking, and advocacy</li> <li>• Demonstrated ability to engage effectively with clients in crisis and provide appropriate, trauma-informed support; and</li> <li>• Excellent organisational and administrative skills (including database usage in line with Legal Aid NSW requirements, training will be provided)</li> <li>• Excellent interpersonal communication skills (essential)</li> <li>• Provide ADVO Hearing Support on a rotating roster to include Queanbeyan, Moss Vale, Young, Goulburn, Cooma, Crookwell, Yass and Bombala.</li> </ul>		
<b>Prerequisites</b>	Current National Police Certificate Current Working with Children Check Integrity Checks Eligibility to live and work in Australia Current drivers' licence First Aid Certificate	*Being a woman is a genuine occupational qualification for this position under s.31 of the Anti-Discrimination Act 1977 (NSW)	
<b>Award (if applicable)</b>	Social Community Home Care and Disability Services Industry Award 2010	<b>Classification</b>	Level 5
<b>Resource Management</b>	Program car	<b>Relationships</b>	Liaise with other staff and stakeholders
<b>Delegation Level</b>	Nil	<b>Probationary period</b>	6 months (with a 8-week, 3-month review)

<b>Foundation Competencies Required</b>	<b>Behavioural Competencies Required</b>	<b>Technical Competencies Required</b>
<b>Willingness to work and act in a manner that delivers effective:</b>	<b>Expectations in the role</b>	<b>Knowledge of management with demonstrated skills in the following areas</b>
<b>Quality / Continuous Improvement</b> Delivers practice that is in line with quality and compliance standards Contributes to the development of evidence-based practice Records stakeholder / tenant complaints and feedback Participates individually and by team in reviewing feedback Offers suggestions to improve practice as appropriate Acts to implement improvement plans	<b>Communication</b> Verbal – confidently and clearly articulates facts and conveys information in a manner appropriate to the target audience  Written – clear and concise presentation of information and messages in such a way that conveys understanding and retention of the content (includes the production of reports, project briefs, correspondence, emails, leaflets)	<b>Human Resources and Self Direction</b> Participates in and responds to supervision Ensures practice is in line with behavioural competencies Maintains awareness of own skills strengths and identifies any gaps Seeks, and is open to feedback on own effectiveness Proactively identifies areas for self-development Actively works to address skills and knowledge gaps in line with training and supervision plan
<b>Planning and Organising - Time and Task Management</b> Performs own role and responsibilities effectively Manages time and responsibilities effectively Prioritises work and addresses what is most urgent, plans for important tasks Uses tools effectively to assist with planning and organising	<b>Responsibility and Accountability</b> Understands the role and its responsibilities. Takes personal accountability for actions and decisions	<b>Operational / Strategic Planning</b> Supports the achievement of organisational goals Provides input, feedback for ongoing planning Adheres to action plan and KPI's in day-to-day work
<b>Diversity and Conflict Resolution</b> Recognises and respects differences in cultural background Responds in culturally appropriate ways Recognises and respects issues of diversity in service provision	<b>Person Centred / Client Focus</b> Upholds and promotes client centred focused services Listens to and gains understanding of client perspective anticipating their needs, giving high priority to secure satisfaction (internal, external and clients)	<b>Financial / Resource Management</b> Handles finances and records accurately and in accordance with policy and in line with delegations Ensure minimisation of costs where possible and appropriate Ensures care in use of property and equipment
<b>Creativity and Innovation</b> Identifies the similarities and differences between current and past situations Looks at information and sees patterns, trends and missing pieces Is prepared to try new ways of doing things or others' ideas Questions currently accepted ways of doing things Thinks in terms of options when identifying solutions	<b>Collaboration and Team Work</b> Actively participates in and contributes to team effectiveness; taking action that considers the perspective and needs of others; being aware of the effect of behaviour on others  Managing Relationships – builds and maintains positive, productive and mutually beneficial working relationships	<b>Organisational Capability – (provides effective skills, knowledge, expertise and structures to fulfil organisational objectives)</b> Provides technical input in role Ensures adequate and up to date knowledge to undertake role Provides feedback on areas for skill development and training needs

<b>Key Result Areas</b>	<b>Key Activities</b>	<b>Standard Measures</b>
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<p><b>Domestic and Family Violence Specialist Worker</b></p> <p>Facilitate best practice service delivery informed by the needs of women and their children experiencing domestic and family violence</p>	<p><b>CRP Referrals:</b></p> <ul style="list-style-type: none"> <li>• Accepting electronic referrals from the CRP and non-electronic referrals direct from government agencies and non-government services</li> <li>• Contacting clients referred to the WDVCS in a timely manner, conducting a threat assessment to ascertain their current risk status and undertaking safety planning to address a client’s immediate safety needs</li> <li>• Providing relevant information and making appropriate warm referrals to a range of service providers to assist clients with their ongoing needs</li> <li>• Fulfilling reporting requirements for the WDVCS database and the CRP in line with the WDVCS Service Agreement, the WDVCS Policy and Procedure Manual and SAM Manual</li> </ul>	<ul style="list-style-type: none"> <li>• Client satisfaction – provides clear communication ensuring early intervention responses are in place when issues arise or are identified and addressed promptly</li> <li>• Community satisfaction – positive feedback from stakeholders</li> <li>• Participate in external supervision</li> <li>• Calls are completed and logged within agreed timeframes</li> <li>• Administration tasks completed in a timely and accurate manner including data entry and filing.</li> <li>• Ensure all enquiries, referrals and phones are responded to in a timely manner</li> <li>• Attends and participates in team activities</li> <li>• Attends Court as requested</li> <li>• Reports Serious Threat clients to SAM Coordinator as per protocol</li> <li>• Feedback demonstrates high levels of satisfaction</li> <li>• Works collaboratively with staff to ensure a minimum of two community engagement activities</li> <li>• Attends community engagement events as required</li> <li>• Positive performance reviews</li> </ul>
	<p><b>Court Attendance:</b></p> <ul style="list-style-type: none"> <li>• Attending court on AVO list days and other days as required to provide information, assistance, and court advocacy for WDVCS clients as directed by the WDVCS Manager</li> <li>• Developing and maintaining strong working relationships with key WDVCS partners including the NSW Police Force, Local Courts, legal representatives, and referral agencies, in order to facilitate client access to those agencies and services</li> </ul>	
	<p><b>Safety Action Meetings:</b></p> <ul style="list-style-type: none"> <li>• Complying with the SAM Manual and the Domestic Violence Information Sharing Protocol</li> <li>• Liaising with clients in relation to Safety Action Plans developed at SAMs and/or support provided, or arranged, by the WDVCS</li> <li>• Liaising with the Safety Action Meeting (SAM) Coordinator to ensure all clients assessed as ‘at serious threat’ are placed on the agenda for the next SAM when necessary</li> <li>• Assisting the SAM Coordinator to develop and administer policies, systems, and processes for the effective operation of the WDVCS and SAMs; to ensure culturally appropriate service to our clients.</li> </ul>	

	<p><b>Client Engagement and Community Events and Networking:</b></p> <ul style="list-style-type: none"> <li>• Developing solid working relationships and referral networks with local services that respond to the particular needs of women and children</li> <li>• Developing links with local communities to promote the services of the WDV CAS and encourage women to use the services of the WDV CAS</li> <li>• Participate in client engagement activities or community events</li> <li>• Lead or assist in the co-ordination of specific projects as appropriate</li> <li>• Providing assistance to the Manager to develop and implement strategies aimed at making WDV CAS services relevant, accessible, and responsive to the needs of women and children; and</li> <li>• Participate in team activities and meetings</li> <li>• Work co-operatively with relevant community organisations</li> <li>• Attend DFV meetings with Legal Aid (WDV CAS) program initiatives</li> </ul>	
<b>Governance</b>	<ul style="list-style-type: none"> <li>• Deliver services in accordance with the WDV CAP model of service delivery outlined in the WDV CAP Service Agreement, this Policy and Procedure Manual, the SAM Manual and operational documents</li> <li>• Understand and adhere to Molonglo Support Services policies and procedures, mission, and values</li> <li>• Participate in working towards achieving or maintain Australian Service Excellence Standards (ASES) accreditation</li> <li>• Apply knowledge and adhere to all relevant legislative and policy frameworks</li> <li>• Deliver a high level of client service in line with the Molonglo Support Services Client Services Charter</li> <li>• Provide accurate and detailed reporting as required</li> <li>• Ensure privacy and confidentiality is always maintained</li> <li>• Assist in the development and implementation of Operational Plans</li> <li>• Ensure work is undertaken in accordance with the Work Health and Safety Act, Risk Management framework and Molonglo Support Services policy and procedures</li> <li>• Provide, if requested, information for bi-monthly and annual service reports</li> </ul>	<ul style="list-style-type: none"> <li>• Works in line with Behavioural Competencies</li> <li>• Complies with legislation and Molonglo Support Services Policy and Procedures</li> <li>• Complies with Delegations</li> <li>• Participates in WHS &amp; Risk assessment activities leading by example in safety matters</li> <li>• Provides reports within set timeframes</li> </ul>
<b>All Areas</b>	<ul style="list-style-type: none"> <li>• Perform other duties as are within the limits of the employee's skill, competence, and training, consistent with the respective classification and within the scope of the position</li> <li>• Undertake relevant training and personal development opportunities relevant to the role</li> </ul>	<ul style="list-style-type: none"> <li>• Other duties performed as requested</li> <li>• Attend training and personal development opportunities as agreed with the Manager</li> </ul>

<b>Employee's Signature:</b>	<b>Date:</b>	
<b>Print Name:</b>		

<b>Manager's Signature:</b>		<b>Date:</b>	
<b>Print Name:</b>			