



Working Against Violence Support Service Inc.

Position:	Crisis Response Worker – Full time position
Classification:	Social, Community, Home Care & Disability Services Industry (SCHCADS) Award 2010 - Level 5 & Salary Packaging Options
Accountability:	Risk Response Co-ordinator / General Manager
Condition:	To be read in conjunction with the related Employment Contract

Organisation Summary

The Working against Violence Support Service Inc. (WAVSS) is the Regional Domestic and Family Violence service for Logan and Redlands, an incorporated, not-for-profit, non-government organisation focussed on preventing violence against women and children. Both centres currently offer crisis support, information and referral, counselling and therapeutic groups for women and their children, Court Support in Wynnum and Cleveland, Redland's men's group, community education, leadership to the Logan Integrated Service Response (ISR).

WAVSS Logan is the lead non-government agency for the Logan-Beenleigh High Risk Team (HRT), funded to provide integrated services responses. The HRT is a key initiative to improve responses to victims and their children considered at to be at high risk of domestic and family violence. WAVSS has over twenty (22) years' experience in providing project and service delivery across a range of areas, both independently and in partnership with other agencies.

Our Mission

To work towards healing and transformation and the eradication of all forms of violence against women and children.

To lead social change, systems advocacy and community understanding of trauma-based violence.

To make a difference through positive role modelling, mentoring and community activism.

To become "wave makers" - incentive elements that produce an altering or transforming impact through radical stimulus.

Vision

To live in a world with a societal non-acceptance of Domestic and Family Violence.

WAVSS Logan is seeking a full time Crisis Response Worker to work within the existing Crisis Response / Intake Team and become a valued and productive member of the broader WAVSS team. WAVSS is a dynamic and progressive organisation which respects all employees. All WAVSS staff are committed to the Mission and Vision statement of the organisation and work hard to both structurally and individually address and promote safety for women and children. WAVSS is a friendly and supportive work environment and encourages practices of self-care, collaboration and team cohesion across both worksites. WAVSS is seeking the right person to join the organisation and become part of a professional, caring and passionate team.

Organisational Culture

WAVSS recognises the diverse qualities and values that underpin organisational practice, and our service supports each staff member to reflect and enhance a positive workplace culture by:

- Operating within a feminist framework and embracing the gender-based analysis of domestic violence.
- Aiming to support the elimination of domestic and family violence in our communities.
- Providing unconditional positive regard to clients and staff
- Demonstrating non-judgement of client circumstances and decisions.
- Maintaining staff and client confidentiality.
- Ensuring the staff team (individual and group) is accountable to and for each other.
- Effectively using collaborative decision-making processes and conflict resolution
- Proactively and positively representing WAVSS in collaboration with other agencies.

Position Summary

The Crisis Response Worker's role is responsible for providing services to women who are experiencing Domestic and/or Family Violence. The role involves directly responding to clients who present in crisis, providing immediate support to clients requiring risk assessment, safety intervention and planning as well as urgent referrals and supportive follow up. You will work collaboratively with staff members and other agencies and organisations to develop appropriate and innovative responses to prevent violence within the Logan and/or Redlands Community.

Qualifications and Experience (Mandatory Criteria)

- A. Possession of relevant tertiary qualifications in Social Work, Counselling, Psychology or Human Services / relevant Social Sciences field.
- B. Demonstrated experience and skills in working effectively with women in crisis who are experiencing Domestic and / or Family Violence.
- C. Demonstrated ability to work under pressure in a fast paced environment.
- D. Demonstrated understanding of the social, political and gendered nature of Domestic and Family Violence and proven ability to work within a feminist framework.
- E. Capacity to effectively and appropriately engage with women from diverse backgrounds with cultural sensitivity and appropriateness including women with a disability and clients who identify as LGQBTI.
- F. Demonstrated understanding of the current Domestic and Family Violence Protection Act (2012).
- G. Well-developed interpersonal, verbal, written and communication skills including proficiency in the use of databases and production of quality case notes / record keeping.
- H. Current Blue Card (or the ability to successfully apply for one).

Desirable Criteria

- I. An understanding of the myriad of changes that have occurred and are continuing to evolve in the context of the contemporary Domestic and Family Violence sector in QLD.

- J. Knowledge of the relevant services existing to assist women and children experiencing Domestic and / or Family Violence.
- K. An understanding of current child protection legislation (Child Protection Act 1999).
- L. Current driver's license.
- M. Willingness to work at either or both premises to provide optimum client service delivery.

General skills

- I. Ability to work in a community-based organisation
- II. Willingness to participate in a staff team in a collaborative and supportive manner
- III. Capacity to work both independently and as part of a team
- IV. Demonstrative willingness to participate in the administrative functions of a community-based organisation including computer skills

Broad Responsibilities and Duties

Service Delivery (clients):

- Provide regular emotional support over the telephone or in person including, at times, daily phone contact.
- Safety planning with clients.
- Provide phone and face to face crisis counselling and support, advocacy, information, and referral to women and children who are experiencing Domestic and Family Violence.
- Respond to referrals of clients from agencies such as Qld Police Service (via Redbourne system), Dept of Housing, Dept of Probation and Parole, Domestic Violence Assistance Program (DVAP), Family and Child Connect (FACC), Intensive Family Support Service (IFS), other community agencies or members.
- Provide short term placement in emergency accommodation or other temporary shelter(s) including refuge.
- Provide ongoing risk assessment and monitoring of client's situation whilst they are waiting for services.
- Referral to other services and agencies for further support.
- Advocacy for clients and support to access services.
- Delegate Intake or follow up tasks to colleagues to ensure clients are able to access services in an appropriate and timely manner.
- Collaborate with the staff team to ensure all client queries are attended to effectively.
- Liaise with other service providers regarding possibilities for collaboration in service delivery.

Service Delivery (community):

- Provide community education on Domestic and Family Violence to schools and community groups.
- Participate in community development and social action activities to raise awareness of Domestic and Family Violence in the community.
- Participate in relevant networks and forums in relation to Domestic and Family Violence and service provision to children and young people.
- Participate in the community in Domestic and Family Violence Prevention Month each year.
- Participate in annual events and activities such as International Women's Day, Annual Candle Lighting Vigils, Red Rose Rallies etc.

Staff Team:

- Participate in the development of a safe and supportive working environment for all staff including clear communication paths and consultative decision making practices.
- Participate in regular, ongoing consultation with staff and the Risk Response Coordinator (or General Manager if the Risk Response Coordinator is not available) to discuss issues that may impact performance.
- Provide training, ongoing support, monitoring and constructive feedback to students on placement.
- Undertake internal and external supervision to ensure accountability of work practices and professional development in relation to the direct work with women and organisational practices (as per Organisational Policy).
- Participate in support systems within the organisation including staff meetings, team supervision, staff appraisals and informal contact.
- Provide and receive peer support as a part of the staff team.

Organisational Development:

- Participate in the formulation and implementation of Strategic and Operational planning.
- Participate in the identification of trends to inform appropriate service development.
- Ensure cultural appropriateness of services for women, children and young people.
- Advocate on behalf of the service within the Logan and/or Redlands area/s.
- Represent the service at external forums when requested.
- Participate in the monitoring of legislative and policy developments in regard to Domestic and Family Violence.

Administration:

- Provide reports to the Risk Response Coordinator, General Manager and Board as required.
- Attend monthly Board meetings when appointed as staff representative.
- Participate in service policy review and development.
- Participate in the collection of data within the service.
- Undertake administrative duties associated with direct service delivery in consultation with the Administration Team.
- Support preparation of submissions in consultation with the Risk Response Coordinator or General Manager.
- Contribute to preparation of and participation in organisational duties/events, such as the Annual General Meeting.

Accountability:

The Crisis Response 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
- Working within WAVSS Code of Conduct and conditions of the related Employment Contract.

The Crisis Response Worker is directly responsible to the Risk Response Coordinator. Each worker is ultimately accountable to the Board and will report through the Risk Response Coordinator or General Manager on all aspects of the position as required. All workers must comply with the established processes for ensuring transparency of decisions and actions taken in the course of daily work. In line with our collaborative approach each worker is also accountable to the staff team and the clients of the service.

Please forward your resume/CV including 2 relevant referees to toni@wavss.org. Please ensure that at least one of your referees is a recent line supervisor / manager who can speak directly to all aspects of your work. Include in your application a cover letter, and a maximum 2 page document outlining your skills and experience, using the Mandatory and Desirable Criteria as a guide to your response and what you personally will bring to the organisation. Please include in your response your understanding of gender-based violence.

Applications due by close of business on the 8th February 2018. Please note that applications that do not include all of the above criteria will not be considered. If you have any questions in regards to the role please email admin@wavss.org or call 3808 5566.