

## POSITION DESCRIPTION

### Counsellor Support Worker

<b>Location:</b>	Inner Suburbs of Brisbane (close to CBD)
<b>Salary:</b>	Level 3 - The Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS Modern Award) – Level 3 Pay Rates commencing at \$30.04 per hour (+ shift penalties and casual loading when applicable).
<b>Term of appointment:</b>	Permanent Part Time (Temporary to June 2019) & Casual Positions available
<b>Shifts:</b>	We run 3 shifts per day (7 days per week):- Day Shifts - variable start and finish times from 8.00am to 8.00pm Overnight Shifts – from 6.30pm – 3.30am
<b>Closing Date for applications:</b>	Apply as soon as possible

#### About the Organisation - DVConnect

DVConnect commenced operation in 2002 following a successful tender to the Queensland Department of Communities, who provide core operational costs for our service delivery. The service is an independent not-for-profit community agency overseen by a Board of Directors, with no external affiliation. We provide frontline crisis response support services to women, men and families across Queensland. The service comprises five phone lines:

- DVConnect Womensline (24hrs -ph. 1800 811 811)
- DVConnect Serviceline (24hrs - ph. 1300 308 884)
- DVConnect Mensline (9am – midnight 7 days per week - ph. 1800 600 636)
- DVConnect Sexual Assault line (7.30am – 11.30pm 7 days per week -ph. 1800 010 120)
- DVConnect Specialist Counselling Service – 1800RESPECT (24hrs – ph. 1800 737 732)

In addition to these 5 telephone services, DVConnect operates several innovative projects including:

- **Pets in Crisis Domestic Violence Program** in partnership with RSPCA Qld,
- **Mensline Court Support Program** providing court assistance to men

#### Vision

All relationships free from Domestic, Family and Sexual Violence

#### Mission

Through collaboration we enable seamless pathways from violence to safety and beyond

## Values

*Respect; Safety; Equality; Accountability; Empowerment*

## Principles of our Work

DVConnet works from a feminist framework and we acknowledge the gendered nature of domestic, family and sexual violence. We are committed to working collaboratively as part of the broader system, developing innovative services and providing robust governance and organisational sustainability to deliver on our vision and mission.

## Our Strategic Pillars

- **Operational Excellence** – to provide a non-discriminatory service for diverse community members across Queensland, with a strong focus on safety, empowerment and accountability.
- **People and Culture** – Attract a diverse and high performing workforce, where we retain, engage and inspire our people and develop and support their professional growth and well-being.
- **Innovation, Collaboration, Leadership** – Analyse service use data to provide an evidence based contribution to the broader community and service system.
- **Sustainable Organisation** – Create and maintain strong governance, transparency, and accountability throughout all levels of the organisation.

## Purpose of the Position

The position of Support Worker's primary role is to offer support to the Womensline Crisis Intervention Counsellors in the co-ordination of activities in our service delivery.

## Reporting Relationship

The Support Worker reports to the on shift Team Leader - Womensline

## Major Responsibilities and Duties

- Arranging emergency accommodation and travel as directed.
- Assisting the crisis intervention counsellors with the referral process from motel to refuge as directed.
- Assisting with triaging/initial assessment of Womensline calls as required and as directed.
- Assist with Pets in Crisis intakes as required.
- Entering Data in DVConnect database.
- Entering data in CHART as required by crisis intervention counsellors.

## Other Duties

- Answer the client and administration line.
- Respond to Serviceline enquiries.

- Other assistance to crisis intervention counsellors as directed by the on shift Team Leader

## Selection Criteria

- Ideally a certificate level qualification in community or human services or related discipline or other similar qualification(s) or experience acceptable to DVConnect.
- Well-developed communication, interpersonal and liaison skills, in particular a professional and personable telephone manner.
- Well-developed administration and IT skills
- Experience within a community service or NFP organization would be well regarded.
- Ability to work effectively as a member of a team, to take directions, and to complete tasks under general guidance.
- Ability to manage a variety of responsibilities at the one time and to plan work, prioritise tasks, problem-solve and meet timelines under pressure.
- Demonstrated ability to work in a fast paced and high demand work environment, maintain composure and effective engagement with clients in crisis.
- Experience with current telephone systems and data management systems
- Flexible, friendly and positive approach
- We can offer flexibility with working hours, however the ability to work across a variety of shifts (day/evening/overnight) is desirable.
- Current positive notice (blue card) or capacity to obtain

### Desirable

- Tertiary qualifications in related discipline would be well regarded
- Experience in working with women, children and men who have experienced sexual violence and within a 24hr/7day a week service
- Experience in telephone counselling service

### Personal Behaviours and attributes

- Commitment to the values of DVConnect
- Supportive and collaborative team member
- Integrity
- Ownership and accountability
- Resilience
- Ability to remain calm under pressure

*DVConnect is an Equal Opportunity employer. All applications will be treated on their merits.*

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I have read this document and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:-

- This Position Description details the accountabilities of the role and provides an indication of the current duties and task that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role.
- The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be assessed against these measures.

**Employee:**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_