



POSITION DESCRIPTION

Mensline Telephone Counsellor / Court Support Worker

Location:	Inner Suburbs of Brisbane (close to CBD)
Salary:	Level 4 - The Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS Modern Award) – Level 4 Pay Rates commencing at \$35.18 per hour (+ shift penalties and casual loading when applicable). Level 5.1 for Court Support
Term of appointment:	Casual
Shifts:	Mensline operates 9am to 12midnight, 7 days a week
Closing Date for applications:	Apply as soon as possible

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 4 telephone services, DVConnect has 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

Mensline is the primary point of contact for the majority of male callers to DVConnect. The typical caller to the Mensline will be a male who uses or is subjected to domestic violence, a friend, or family member seeking assistance on his behalf. In addition, there will be a number of calls from men seeking general relationship counselling or referral

There will also be information/referral calls from a range of professionals including community corrections staff, private counsellors, domestic violence service staff, and generalist community workers.

The Mensline Counsellor is responsible for making professional risk assessments that maximise the safety of partners, children and families; as well as assessments of the needs of callers, taking all reasonable action to respond within relevant practice standards and the operating principles of the Service.

Additional to the above position is the service of court support provided to men in seven Brisbane Magistrate's Court four mornings a week.

Reporting Relationship

The Mensline counsellor reports to the Mensline Team Leader.

Major Responsibilities and Duties

- Take incoming telephone calls, and make general assessments of callers' needs in terms of counselling, referral and information
- Take appropriate action based on these assessments, in accordance with relevant practice standards and DVConnect policies and procedures

- Prioritise incoming calls based on DVConnect policies and procedures
- Liaise with relevant service providers, as required. Maintain effective working relationships with these providers
- Attend Magistrate's Court as required by DVConnect to provide court support to both respondent and aggrieved males
- Respond to Court Support calls on both the dedicated Court Support Line and the Mensline.
- Maintain data for internal management information systems, as required
- Provide peer support to work colleagues as required
- Operate as a member of the DVConnect team, including undertaking supervision, professional development and training, and participating in team processes
- Undertake project work as required including:
 - Input into specific program development areas, such as enhancing services for Indigenous people, people from non-English speaking backgrounds, and people with disabilities, etc.

Selection Criteria

- Possession of an appropriate degree majoring in Psychology or Social Work or other similar qualification(s) or experience/expertise acceptable to DVConnect
- Experience/expertise in the provision of professional counselling, advocacy, and related crisis work for men, preferably in the area of domestic violence
- Experience/expertise in assessing indicators of whether the caller is a person who uses violence or one who is subjected to violence in his personal relationship, and demonstrated ability to respond appropriately to this assessment
- Ability to demonstrate empathy with both above callers
- A clear understanding of how cultural difference can be addressed to maximise the appropriateness of any assistance provided
- Knowledge and understanding of the Domestic and Family Violence Act 2012 and Domestic Violence Protection Orders
- Well-developed oral communication skills including the ability to communicate effectively with a diverse range of people including Aboriginal and Torres Strait Islander people and people of non-English speaking background
- Demonstrated ability to work effectively and harmoniously as a member of a team

- Highly developed organisational skills including the ability to manage time effectively, the ability to prioritise tasks, and demonstrated attention to detail
- The ability to work in a computer/telephony environment, managing a range of complex calls
- A clear understanding of the 'power and control' analysis of domestic violence and the dynamics of abuse
- Well-developed knowledge of relevant legislation, or an ability to rapidly acquire this knowledge
- Well-developed knowledge of the domestic violence intervention sector, and experience in working collaboratively with other domestic violence advocates
- All staff employed by *DVConnect* are required to undergo a 'Working with Children Check'.

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

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:** _____