

WOMENSLINE COUNSELLOR SUPPORT WORKER

- **Join a friendly, supportive and passionate team who are making a difference in the lives of people impacted by domestic, family and/or sexual violence**
- **Part Time position (day/afternoon/evening shifts)**
- **Attractive Salary Packaging options**

DVConnect is the leading state-wide crisis response service that operates 24 hours a day 7 days a week to meet the safety needs of those living with domestic and family violence anywhere in Queensland, including remote areas of the mainland and the Torres Strait Islands. DVConnect's Vision is a Queensland free from Domestic, Family and Sexual Violence and our mission is to enable the seamless passage from violence to safety. We provide a frontline holistic service response to women, men and families through our critical telephone crisis support services and we have recently expanded our services, entering into a new contract partnering with 1800RESPECT and a newly formed panel of specialist providers.

About the Role

We are currently seeking professional, motivated and friendly staff members to compliment our existing Support Team. We are a dynamic, busy and fast-paced organisation. The primary duties of this role include assisting our counsellors with arranging emergency accommodation and travel; referral processes; initial triage and assessment; data entry; responding to client and administration phone lines and other activities, to ensure a seamless passage to safety for our clients. There are a number of shifts available (day, afternoon and evening) and we are seeking applicants who have flexibility to work across a variety of shifts (further details in the position description).

This role may be beneficial for someone who has recently completed or currently studying in the areas of Social Work; Psychology; Counselling; Behavioural Science or similar discipline and is looking to build on and advance their knowledge and skills.

About You (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 and agree to undertake additional training.
- 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

Salary & Benefits

This position is remunerated under the SCHADS Award, plus generous salary packaging options, close to public transport and limited onsite subsidised carparking is available. Due to the shift work - 5 weeks annual leave per year is provided as well as flexible work options and a family friendly workplace. Further information on pay rates and shifts available are contained in the position description attached.

How to apply

Read the attached position description for further information and send a cover letter outlining why you are interested in this role and how your skills and experience will be a match to the selection criteria above and please detail your availability with shifts. Applications to recruitment@dvconnect.org as soon as possible as **applications will be considered as they are received**. If you require further information please contact Kathy on 07 3156 2341 or kathy@dvconnect.org.

Please note those applications without a cover letter addressing the selection criteria and/or the right to work in Australia cannot be considered. We thank you for your application, however only those shortlisted will be contacted.