

**MENSLINE  
TELEPHONE COUNSELLOR/  
COURT SUPPORT WORKER**

<b>Location:</b>	Brisbane
<b>Salary Level:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) Level 4 (Salary Sacrifice available) for Telephone Counselling and Level 5.1 for Court Support.
<b>Hours:</b>	Mensline operates 9am to 12midnight, 7 days a week.

**About the Organisation - DVConnect**

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 and beyond. 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 providing specialist trauma counselling, partnering with 1800RESPECT.

We also provide a Mensline Court Support Program and a Pets to Safety Program in partnership with RSPCA Qld.

**Our Vision** is that all relationships are free from domestic, family and sexual violence.

**Our Mission** is that through collaboration we enable seamless pathways from violence to safety and beyond.

**Our values:** - *Respect; Safety; Equality; Accountability & Empowerment*

## **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 and also actioning police referrals regarding serious domestic violence incidents.

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 Counsellors may be required to provide court support services in a number of Brisbane Magistrate's Courts.

## **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 such as enhancing services for Indigenous people, people from non-English speaking backgrounds, and people with disabilities, etc.

## Essential Requirements

All staff employed by DVConnect are required to undergo a 'Working with Children Check' under the screening provisions of the Commission for Children and Young People Act 2012 and Child Wellbeing and Safety Act 2005 before appointment to the position can be confirmed.

## 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 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
- 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 and other legislation, or ability to quickly acquire.
- Well-developed oral communication skills including the ability to communicate effectively with a diverse range of people.
- Highly developed organisational skills including the ability to manage time effectively, the ability to prioritise tasks, and demonstrated attention to detail
- Sound IT and typing skills and experience working with a variety of databases and telephony system.
- A clear understanding of the 'power and control' analysis of domestic violence and the dynamics of abuse
- Advantageous if you have experience in working within the domestic violence intervention sector, and working collaboratively with other domestic violence advocates.
- Flexible, friendly, positive and can work as a collaborative team member or autonomously
- Ability to work day/evening and weekend shifts on a fortnightly roster.

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