



POSITION DESCRIPTION

Crisis Intervention Counsellor

LOCATION: Inner Suburbs of Brisbane (close to CBD)

STATUS: Permanent Part Time
(Temporary to 31 December 2019)

REPORTS TO: Team Leader

DIRECT REPORTS: NIL

CLASSIFICATION: Social Community Home Care and Disability Award (SCHADS) – Level 4

PURPOSE OF THE POSITION: Through the Mission, Vision and values of DVConnect contribute to the delivery of domestic violence support services to Queensland women through provision of arranging safe accommodation, providing assistance in crisis, information referral, support and crisis counselling and advocacy when required. The Womensline Crisis Intervention Counsellor is responsible for making a professional assessment of the needs of callers and taking all reasonable action to meet these needs within the operating framework and principles of the organisation.

OUR VISION, MISSION & VALUES

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*

Principles of our work: DVConnect 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.

MAIN ACCOUNTABILITIES	EXPECTATIONS
<p>SERVICE DELIVERY Make professional assessments of the needs of all callers and taking all reasonable steps the meet the needs within the operating framework and principles of DVConnect. Typical (not exhaustive list) duties include the following and are delivered with a non-judgemental and client centred approach:-</p> <ul style="list-style-type: none"> • Risk Assessments & Safety Planning • Crisis Counselling Support • Information & Referrals • Practical support with accommodation and transport. 	<ul style="list-style-type: none"> • Assessments made are professional, culturally sensitive and completed with a non-judgemental approach • Appropriate action is taken based on assessments to maintain the safety of clients. • Accurate and relevant information is provided to clients in relation to other support services available. • Incoming phone calls are answered in a positive and professional manner • Quality, timeliness and accuracy in presentation of work (database entries, QHIP, case notes, refuge vacancy information) • Displays willingness to assist others and provide peer support • Upholds and models the values and behaviours of DVConnect • Internal and external service/Client feedback
<p>TEAM SUPPORT Participates in team activities, attends staff meetings & connection days when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness.</p> <p>Demonstrate a clear understanding of and commitment to DVConnect vision, mission and values</p>	<ul style="list-style-type: none"> • Evidence of strong relationships and positive rapport with team members which assists in building a cohesive workplace • Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities • Professional and well regarded team member externally and demonstrates a commitment to attending meetings/conferences/committees as directed • DVConnect vision, mission and values consistently demonstrated in all work related activities and in line with DVConnect Code of Conduct
<p>WORKPLACE HEALTH & SAFETY To meet Workplace Health & Safety obligations in line with DVConnect Policy & Procedures as well as relevant legislation and in supporting the well-being of staff.</p>	<ul style="list-style-type: none"> • Follow all safety instructions and use equipment provided • Contributes to minimising the risk to health and safety of all persons in the workplace • Identify and report any workplace incident/hazard or concerns to management
<p>PROFESSIONAL DEVELOPMENT/SUPPORT & CONTINUOUS IMPROVEMENT Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect. Further demonstrates a commitment to</p>	<ul style="list-style-type: none"> • Seeks new ideas and embraces/adapts to change • Evidence of continuous improvement activities in area of responsibility • Encourage others in the team to balance DVConnect mission and values with their personal values

<p>professional supervision for both skills development and health and well-being.</p>	<ul style="list-style-type: none"> • Actively participate in on-shift and individual supervision sessions, professional development opportunities and team processes, minimum attendance of 80%
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ESSENTIAL REQUIREMENTS

- Tertiary qualifications in the areas of Social and Behavioural Sciences or other appropriate qualification(s) and/or substantial experience in the domestic and family violence service sector
- Positive Notice Blue Card or ability and willingness to obtain
- Well-developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence
- Knowledge of Queensland Domestic Violence Legislation, particularly the *Domestic and Family Violence Protection Act 2012*
- Highly developed telephone counselling and risk assessment skills, preferably in the area of domestic violence and crisis work
- Right to work in Australia
- Demonstrated understanding of feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women and children
- Willingness to work a variety of shifts
- Willingness to undertake further training and development

SKILLS & BEHAVIOURS

- Ability to work both independently and collaboratively as a member of a team to meet organisational objectives
- Ability to communicate effectively with people from a variety of social and cultural groups, particularly Aboriginal and Torres Strait Islander families and communities
- Ability to take directives and work within set timeframes
- Ability to demonstrate a high level of resilience
- Highly effective planning, organisational and problem solving skills
- Solid IT skills

EXPERIENCE

- 3+ years in a similar environment

KEY RELATIONSHIPS/INTERACTIONS:

Relationship with:	Why:
Practice Manager	Accountability, advice, support, feedback and reporting as required
Team Leaders	Accountability, advice, support, feedback and reporting as required
Shift Leaders	Accountability, support and feedback
Quality and Delivery Support Lead	Support, advice and Feedback
Management team	Support, feedback and assistance as required
Staff Members & Volunteers	Building sound working relationships with all personnel to assist in undertaking the role and providing support
External Stakeholders	Building and maintaining collaborative working relationships
Clients	Support & advice

I have read this documentation 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 tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to dully 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: _____

DVConnect is an equal opportunity employer. All applications will be treated on their merits