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**POSITION DESCRIPTION**  
**MENSLINE COUNSELLOR/COURT SUPPORT WORKER**

**LOCATION:** Inner Suburbs of Brisbane (close to CBD)

**STATUS:** Casual

**REPORTS TO:** Mensline Team Leader

**DIRECT REPORTS:** N/A

**SALARY:** Social Community Home Care & Disability Award Level 4 for Telephone Counselling; Level 5 for Court Support

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**PURPOSE OF THE POSITION:** Through the Mission, Vision and values of DVConnect the Mensline counsellors are responsible for making professional risk assessments that maximise the safety of partners, children and families as well as assessments of the caller's needs, taking all reasonable action to respond within relevant practice standards and operating standards of the service. Additionally Counsellors may be required to provide court support in a number of Brisbane Magistrate Courts.

**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><b>SERVICE DELIVERY</b>            Make professional assessments of the needs of all callers and taking all reasonable steps to 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"> <li>• Information &amp; referrals</li> <li>• Liaise with service providers</li> <li>• Risk assessments</li> <li>• Counselling support</li> </ul> <p>Attend Magistrate's Court as required by DVConnect to provide court support to both respondent and aggrieved males.</p>	<ul style="list-style-type: none"> <li>• Assessments both for telephone counselling and court support made are professional, culturally sensitive and completed with a non-judgemental approach</li> <li>• Appropriate action is taken based on assessments to maintain the safety of clients/partners/children/families</li> <li>• Accurate and relevant information is provided to clients in relation to other support services available</li> <li>• Incoming phone calls are answered in a positive and professional manner</li> <li>• Quality, timeliness and accuracy in presentation of work (Police referrals, database entries)</li> <li>• Displays willingness to assist others and provide peer support</li> <li>• Internal and external service/client feedback</li> <li>• Upholds and models the values and behaviours of DVConnect</li> </ul>
<p><b>TEAM SUPPORT</b>            Participates in team activities, attends staff meetings &amp; 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"> <li>• Evidence of strong relationships and positive rapport with team members which assists in building a cohesive workplace</li> <li>• Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities</li> <li>• Professional and well regarded team member externally and demonstrates a commitment to attending meetings/conferences/committees as directed</li> <li>• DVConnect vision, mission and values consistently demonstrated in all work related activities and in line with DVConnect Code of Conduct</li> <li>• Minimum of 85% attendance at all team and other meetings as required</li> </ul>
<p><b>WORKPLACE HEALTH &amp; SAFETY</b>            To meet Workplace Health &amp; Safety obligations in line with DVConnect Policy &amp; Procedures as well as relevant legislation and in supporting the well-being of staff.</p>	<ul style="list-style-type: none"> <li>• Follow all safety instructions and use equipment provided</li> <li>• Contributes to minimising the risk to health and safety of all persons in the workplace</li> <li>• Identify and report any workplace incident/hazard or concerns to management</li> </ul>
<p><b>PROFESSIONAL DEVELOPMENT &amp; CONTINUOUS IMPROVEMENT</b>            Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of</p>	<ul style="list-style-type: none"> <li>• Seeks new ideas and embraces/adapts to change</li> <li>• Evidence of continuous improvement activities in area of responsibility</li> <li>• Encourage others in the team to balance DVConnect mission and values with their personal values</li> </ul>

DVConnect. Further, demonstrates a commitment to professional supervision for both skills developments and health and well-being

- Actively participates in group supervision sessions, professional development opportunities and team processes, minimum attendance 80%

## ESSENTIAL REQUIREMENTS

- Tertiary Qualifications in Psychology, Social Work or other appropriate qualification(s) and/or experience/expertise in the domestic and family violence sector
- 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 and demonstrated ability to respond appropriately to this assessment
- Well-developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence
- Knowledge and understanding of Queensland Domestic Violence Legislation, particularly the *Domestic and Family Violence Protection Act 2012* and Domestic Violence Protection Orders
- Willingness to undergo appropriate background checks
- Right to work in Australia
- Willingness to undertake further training and development
- Ability to work a variety of shifts including day, evening and weekends on a fortnightly roster

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## SKILLS & BEHAVIOURS

- Excellent written communication skills and strong interpersonal; and negotiation skills
- Well-developed oral communication skills including the ability to communicate effectively with a diverse range of people
- Strong organisation skills, attention to detail and working to deadlines in fast-paced environment
- Team player with a commitment to a collaborative working approach
- Solid IT skills

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## EXPERIENCE

- 2+ years in a similar environment
- Experience working within the Domestic Violence sector and working collaboratively with other domestic violence advocates would be advantageous

**KEY RELATIONSHIPS/INTERACTIONS:**

<b>Relationship with:</b>	<b>Why:</b>
Practice Manager	Accountability, advice, support, feedback and reporting as required
Team Leader	Accountability, advice, support, feedback and reporting as required
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

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