



Job & Person Specification

Title of Position:	Domestic and Family Violence Counsellor
Classification:	Level 5
Location:	Mile End
Reports To:	Program Manager
Job Status:	Casual

KEY PURPOSE OF THE POSITION

The Domestic and Family Violence Counsellor will contribute to alleviating the effects of domestic and family violence experienced by callers (predominantly women) through the provision of short term crisis intervention to clients contacting the service.

The Domestic and Family Violence Counsellor will assess the immediate needs of women and their children, provide telephone counselling, face to face support to families in motel accommodation and support and referrals to services that meet the needs of callers.

The Domestic and Family Violence Counsellor will contribute to the development of coordinated approaches to service delivery across key stakeholders groups.

KEY WORKING RELATIONSHIPS

- Accountable to the Program Manager, Domestic Violence Crisis Line;
 - A member of the WSSSA Team
 - Liaises with Regional Specialist Domestic Violence Services, state-wide gateways and Housing SA regional offices
 - Responsible for and contributes to a productive environment that is based on WSSSA values and principles.
-

KEY RESULT AREAS

Service Responses

- Promote and implement quality service responses which are underpinned and informed by WSSSA values and service delivery model.
- Adhere to, comply with and implement service elements as outlined in WSSSA Service Agreement with Housing SA, Department of Human Services and Office for Women.
- Adhere to legislative requirements that inform the work of WSSSA.
- Completion of assessment to identify presenting needs of callers including risk assessments that promote the continued safety of clients.
- Undertake safety management with callers including safety planning



- Provide information pertaining to accommodation and/or associated support services to all callers in keeping with a *no wrong door* response.
- Provision of domestic and Aboriginal family violence counselling
- Provision of face to face support to women and children placed in short term motel accommodation
- Provision of written reports related to clients as required
- Development and implementation of individualised crisis responses as directed by women and children.
- Monitor clients' safety and wellbeing in consultation with clients and stakeholders according to service requirements.
- Through advocacy promote and enhance referral pathways and responses to women and children affected by domestic and family violence with NAHA service providers and other services as required.
- Input and extract of data relating to the Serial Offender Database to assist specialist DFV services to assess risk to women and children
- Refer clients to appropriate referral services using H2H and electronic referrals.
- Initiate, develop and maintain partnerships with government, non- government and community organisations that promote and enhance quality outcomes for women and children.
- Identification and advocacy to address service gaps.

Human Resources

- Contribute to service planning, assisting in the development of objectives and targets that facilitate the improvement of WSSSA programs.
- Identify and participate in training and development opportunities as part of continued professional development.
- Seek out and participate in formal and informal supervision and coaching from Program Manager
- Actively acquire knowledge about resources and services that support and enhance services to women and children.
- Contribute to building and maintaining a positive workplace culture, by sharing knowledge and experience with colleagues.
- Adhere to legislative requirements that inform the management of WSSSA workforce.
- Commit to shift adjustments with reasonable notice and negotiation with the Program Manager

Finance

- To seek approvals for all program and client related expenses as outlined in WSSSA guidelines.



- To keep appropriate records and receipts for purchases made as outlined by WSSSA guidelines.
- Provide case studies as required to support relevant funding and grant applications.

Organisational Processes

- Adhere to a 24/7 roster as directed and negotiated with the Program Manager
- Implementation and adherence to DHS and WSSSA and legislative requirements in relation to client records and data collection.
- Participate in internal WSSSA meetings as well as relevant internal and external committees and groups as required.
- Actively contribute to the development of community understanding of domestic and family violence.
- Support the development, maintenance and compliance of best practice WH&S policies and guidelines, recommending improvements to systems to minimise work place hazards and ensure safe work practices.
- Proactively monitor risks and regular reports to Program Manager on these risks and mitigate risks
- Participate in quality improvement programs and activities to meet Service Excellence Standards.
- Participate in the development and review of policies and programs in conjunction with Management.
- As a Public Officer as per the Independent Commissioner Against Corruption (ICAC) definition you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI) any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.

Person Specification

Desired/Essential qualifications

A degree or Diploma in Social Work, Social Sciences, Community Services, Human Services, Health Sciences and/or experience commensurate with the position.

Competencies and experience

- Significant knowledge in the provision of telephone counselling and brief intervention casework utilising counselling skills and creative problem solving.
- Ability to work sensitively with women and children affected by domestic and family violence and/or in crisis by providing effective, appropriate and timely information and assistance.



- Knowledge of the particular needs of women and children affected by domestic and/or family violence.
- Demonstrated empathy and the ability to build relationships with a diverse range of marginalised and highly vulnerable people including ATSI, CALD and young people who are affected by or experiencing domestic or family violence.
- Ability to make sound professional assessments and communicate these clearly to clients.
- Ability to develop and maintain partnerships with a wide range of organisations.
- Ability to negotiate successful outcomes for clients at individual, team and service levels.
- High level of written and verbal communication skills and interpersonal skills including the ability to liaise, negotiate, advocate and resolve conflicts.
- Highly developed organisational skills including ability to work under pressure.
- Ability to work within a team environment and contribute to the attainment of team goals and organisational objectives.
- Ability to work within a 24 hour roster framework
- Pursue professional development goals.
- Skills in the use of IT systems and applications.
- Current full Driver's License and be willing to drive.

Desired:

- Previous experience working in a crisis or domestic and family violence setting.
- Previous experience working with people affected by sexual violence.
- Knowledge of issues pertaining to homelessness, addiction and mental health.
- Understanding of legal systems pertaining to women and children experiencing domestic and family violence.
- Previous experience in shift work

SPECIAL CONDITIONS

- Current full Driver's License and willing to drive
 - The incumbent is required to satisfactorily complete a Department of Human Services Child Related Screening
-



ACKNOWLEDGEMENT

I ACKNOWLEDGE that I have read and understand the responsibilities and expectations as set out below.

Signed by Employee: _____

Name of Employee: _____

Date: / /

Signed by Director of Services: _____

Date: / /