



## Job & Person Specification

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<b>Title of Position:</b>	Service Delivery Lead –NADVS (Elizabeth & Willaston)
<b>Classification:</b>	Level 6
<b>Location:</b>	NADVS and/or Willaston
<b>Reports To:</b>	Program Manager
<b>Job Status:</b>	Full Time

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### KEY PURPOSE OF THE POSITION

The Service Delivery Lead will lead the provision of services aimed at alleviating the effects of domestic and family violence experienced by women and children through:

- Provision of direction, consultation and support to Service Delivery Staff
- Promotion of quality outcomes for women and children
- Provision of supervision to Service Delivery Staff in consultation with the Program Manager
- Provision of reports relating to client services as required

The position is a cross-functional role and will be based predominately at one site, but will require the flexibility to move between either site to provide support as and when required.

When based at Willaston, the Service Delivery Lead will be required to provide direct services to clients through assessing the immediate needs of women and the provision of case management support.

The Service Delivery Lead (based at Elizabeth) will not be required to provide case management support, as the position will lead a number of staff and may experience higher workload due to the demands of the role, unique to this location.

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### KEY WORKING RELATIONSHIPS

- Accountable to the Program Manager;
  - Prepared to take on higher duties as required;
  - A member of the WSSSA Team
  - Responsible for and contributes to a productive environment that is based on WSSSA values and principles.
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### KEY RESULT AREAS

#### Service Responses

- Promote and implement quality service responses which are underpinned and informed by WSSSA values and service delivery model.



- Direct and support service responses to women and children.
- Adhere to, comply with and implement service elements as outlined in WSSSA Service Agreement with South Australian Housing Authority, Department of Human Services.
- Adhere to legislative requirements that inform the work of WSSSA.
- Provision of assessment to identify presenting needs of women and children including risk assessments that promote the continued safety of women and children.
- Monitor clients' safety and wellbeing in consultation with clients and stakeholders according to service requirements.
- 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.
- Provision of supervision for service delivery staff and identification of their training and development opportunities.
- Identify and participate in training and development opportunities as part of continued professional development.
- Seek out and participate in formal and informal supervision from Program Manager.
- Actively acquire disseminate 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.

### **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.
- Seek potential financial and donation opportunities that enhance services to women and children.
- Provide case studies as required to support relevant funding and grant applications.

### **Organisational Processes**

- Ensure client records meet legislative and organisational requirements, and that they are up to date at all times.



- Implementation and adherence to DHS and WSSSA requirements in relation to data collection.
- Maintain the confidentiality of client information as required by WSSSA Policy.
- 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.
- Participate in quality improvement programs and activities to meet Service Excellence Standards.
- Participate in the development and review of policies and procedures 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.

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### **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**

- Experience in the provision of leadership, direction, support and supervision to staff
- Experience in leading the provision of high quality services for women and children affected by domestic and/or family violence.
- Significant knowledge in the provision of case management and brief intervention casework, and ability to provide case management support to clients as required (site dependent)
- Ability to analyse problems and to formulate suitable solutions using effective communication with employees, clients and other services.
- 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 develop and maintain partnerships with a wide range of organisations.



- Ability to negotiate successful outcomes for clients at individual, team and service levels, as required (
- High level of written and verbal communication skills and interpersonal skills including the ability to liaise, negotiate, advocate and resolve conflict.
- Highly developed organisational skills, ability to handle competing priorities, and adaptability to work effectively across both sites with varying responsibilities.
- Knowledge of funding sources and experience writing submissions that assist in gaining funding for specific and targeted projects/programs.
- Proactive approach to monitor risks and regularly report to Direct Line Manager on these risks, and to take action to mitigate risks
- Ability to work within a team environment and contribute to the attainment of team goals and organisational objectives
- Demonstrated drive to pursue professional development goals.
- Skills in the use of IT systems and applications.
- Current full Driver's License and willingness to drive and rotate between sites as required

**Desired:**

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

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**SPECIAL CONDITIONS**

- Current full Driver's License and willing to drive
  - Ability to rotate between NADVS and Willaston sites as required
  - The incumbent is required to satisfactorily complete a Department of Human Services Child Related Screening
  - Satisfactory completion of a SAPOL National Police Clearance
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**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 Program Manager: \_\_\_\_\_

Date: / /