

Northern Domestic Violence Service

POSITION DESCRIPTION

Women's Support Worker

August 2016

Position	Women's Support Worker
Type of Classification	Full time (37.5 hours per week) Social Community Home Care + Disability Services Award SACS Level 5: \$62,778 - \$65,603
Responsibilities	The position operates as part of the case management team and has responsibility for: <ul style="list-style-type: none"> • Providing crisis intervention and case management services to women and children in motels • Facilitating access into NDVS crisis and short term accommodation • Facilitating access into other forms of post motel accommodation • Undertaking client risk and needs assessments • Commencing case management plans in preparation for handover to case managers • Participating in organizational development
Internal Relationships	The Women's Support Worker is directly accountable to the Team Leader and works closely with Case Managers and the Housing Officer
External Relationships	The Women's Support Worker maintains strong working relationships with Housing SA, and service providers to promote quality outcomes for women and children experiencing domestic violence and abuse
Remuneration	Remuneration is based on the SCHCDS Award: SAC Level 5. Commencing salary is dependent upon qualifications and experience. Salary packaging is available in accordance with the current Northern Domestic Violence Service Enterprise Bargaining Agreement
Special Conditions	Employees are required to sign a Confidentiality Agreement as part of the employment process A current police and DCSI clearance is required before the commencement of duties Reporting any issues of corruption, serious or systemic misconduct or maladministration to the Office of Public Integrity, Independent Commissioner Against Corruption Employees must be prepared to work at the Elizabeth and Willaston sites A current and full driver's licence and willingness to drive is essential Some out of hours work may be required Rostered on call duties 5 weeks leave per annum (4 weeks annual leave, plus one week special leave) 12 days sick leave per annum 3 days additional carer's leave per annum Journey insurance to and from work Participation in annual work plans and performance appraisals, as required The duties of the position may change according to organizational requirements as determined by service planning processes
Location	Shopfront: Elizabeth South and Willaston accommodation site. The applicant must be willing to work across both sites.

STATEMENT OF KEY OUTCOMES AND ACTIVITIES:

The person occupying the position will have proven expertise or experience in the following areas, or demonstrated capacity to quickly acquire the relevant competencies.

Promote quality outcomes in direct service delivery to women and children affected by domestic violence by:

- Providing initial intervention responses and assessments to identify presenting, and longer term, needs
- Undertaking risk assessments and safety planning that promote the current, and ongoing, safety of women and children
- Developing, implementing and monitoring case plans in consultation with clients and stakeholders, according to service requirements
- Providing comprehensive, coordinated and integrated service responses in a flexible and timely manner
- Providing support and information to enable women to advocate on their own behalf when accessing services, where appropriate
- Facilitating access to longer term accommodation, where appropriate
- Promoting and enhancing referral pathways and responses
- Liaising, and establishing sound working relationships, with relevant local agencies and key stakeholders
- Clearly documenting case and safety plans and data collection
- Identifying and participating in responses to identify gaps in service delivery

Contribute to awareness of domestic violence to further service delivery by:

- Actively contributing to service provider and community understanding of the rights and needs of women and children affected by domestic violence
- Representing NDVS in a professional manner at meetings, committees or working parties

Contribute to the development of organizational services and best practice by:

- Maintaining accurate, up-to-date, case records and data to meet legislative, funding and organisational requirements
- Providing timely and accurate correspondence or information for inclusion in reports, as required
- Seeking out, and participating in, formal and informal supervision with the Team Leader
- Contributing to service planning that facilitates team function, flexible service delivery and good practice
- Identifying and participating in training and professional development to build, and share, knowledge and experience with colleagues
- Adhering to legislative and organisational requirements

Other duties as directed by the Team Leader or Executive Officer

Work Health and Safety

As an employee of the organization, you are required to follow defined WHS policies and procedures in order to ensure your own safety and that of others in the workplace. In particular, you are required to:

- Follow workplace WHS policies and procedures when performing your duties
- Take reasonable care to avoid adversely affecting the health or safety of any person through any act or omission at work
- Contribute to participative arrangements for the management of WHS within the organization
- Follow any reasonable safety instructions given by your supervisor(s)
- Report all hazards, incidents, injuries and unsafe work practices in the workplace to the WHS Committee

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS FOR THE POSITION

Educational or Vocational Qualifications

Qualifications in Social Work are preferred. Applicants with qualifications (degree, diploma or certificate) in other areas and/or extensive, relevant experience will be considered

Personal Attributes/Aptitudes/Skills

- Understanding of contemporary gender issues pertinent to women's and children's health and wellbeing and social justice principles
- Ability to relate to, and work sensitively with, women and children affected by domestic violence and abuse
- Sound knowledge and experience in crisis intervention and case management
- Demonstrated ability to plan and manage complex cases, including mental health
- Understanding of legal systems pertaining to women and children experiencing domestic violence
- Effectively involve clients in decision making and goal setting processes
- Ability to remain composed when under pressure or dealing with individuals in crisis and distress
- Highly developed organisational skills, including working to deadlines
- High level of written, oral communication and interpersonal skills, including the ability to liaise, negotiate, advocate and resolve conflict
- Ability to produce a high standard of work by exercising initiative, paying attention to detail and completing tasks without direct supervision
- Familiarity with Windows Office environments

DESIRABLE CHARACTERISTICS

Knowledge

- An appreciation of the culture, health issues and particular needs of Aboriginal and Torres Strait Islander and Non English Speaking Background communities in the northern metropolitan area of Adelaide

I have read, understand and agree to work safely in accordance with the above position description.

Employee:	Manager:
Signature:	Signature:
Date:	Date: