



Women's Safety Services SA

Job & Person Specification –Service Delivery

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| Position Title: | Domestic & Family Violence Counsellor | | |
| Classification: | Level 5 SCHADS Award | | |
| Location: | Mile End/ Head Office | | |
| Last Reviewed | 07/09/2020 | Review Due | 07/09/2021 |

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| Role Reports to: | Reports to Senior Worker |
| Direct Reports: | <ul style="list-style-type: none">• N/A |

KEY PURPOSE OF THE POSITION

The Domestic & Family Violence Counsellor will assist in alleviating the effects of domestic and family violence through the provision of telephone counselling, and by assessing the immediate support needs of women and children in crisis, and arranging referrals for short term crisis intervention and other forms of crisis support.

THE ORGANISATION

WSSSA is a women's and children's domestic and family violence service that provides an integrated response to its clients through the provision of specialised, accessible and flexible models of service delivery. WSSSA has a strong and varied history, delivering services across diverse cultures and backgrounds. Our practice model is underpinned by a safety first approach which seeks to ensure that the safety and empowerment of women and their children is paramount in all aspects of service delivery and advocacy.

VALUES AND PRINCIPLES

We value and are committed to:

- Safety
- Diversity and Equity
- Respect
- Responsiveness, Flexibility and Innovation
- Knowledge and Accountability
- Community responsibility

KEY WORKING RELATIONSHIPS

- Senior Worker
- Executive Manager, National and State-wide Program's
- Clients of Women's Safety Services SA
- All WSSSA staff



KEY RESULT AREAS

- Complete assessments to identify the presenting needs of clients, including risk assessments, to ensure the continued safety of women and children;
- Provide clients in crisis with information on accommodation options and support services;
- Provide family and domestic violence counselling services;
- Develop and implement individualised crisis responses to suit the specific needs of clients;
- Advocate referral pathways and responses to women and children affected by domestic and family violence;
- Develop and maintain partnerships with government, non-government and community organisations to ensure quality outcomes for women and children; and
- Ensure confidential and accurate documentation of client case notes and files, and adhere to DHS and WSSSA requirements in relation to data collection.

PERSON SPECIFICATION

Essential Qualifications

A Degree or Diploma in Social Work, Social Sciences, Community Services or similar, and/ or experience commensurate with the position.

Competencies and Experience

- Significant knowledge and experience in the provision of telephone counselling and intervention case work, with ability to creatively problems solve;
- Strong empathy and ability to work sensitively with a diverse range of clients affected by domestic violence and in crisis by providing appropriate and timely information and support;
- Ability to make sound assessments of client needs and communicate these clearly to clients;
- High level of written and verbal communication skills and interpersonal skills, including the ability to liaise, negotiate, advocate and resolve conflict;
- Previous experience working in a crisis or domestic violence or related setting;
- Highly organised with ability to manage multiple demands, and strong attention to detail to ensure accurate client data and record keeping
- Sound IT systems knowledge, including exposure to use of client record databases, and intermediate skills in the Microsoft suite of products;
- Excellent knowledge of the theoretical approaches applicable when working with women and children experiencing domestic and family violence;
- High level of adaptability and the initiative to work independently, and as part of a team;
- Ability to maintain a high degree of confidentiality, integrity and honesty; and
- Strong understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence.

SPECIAL CONDITIONS

- Current full Driver's License and able to drive;



- The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check;
- Must be flexible to work shift work as required and negotiated, within a 24/7 environment; and
- Flexibility to work cross functionally, and/ or move between WSSSA programs as required, to ensure the achievement of service and operational requirements across the organisation.

GENERAL DUTIES & RESPONSIBILITIES

- Promote and implement high quality services to clients of WSSSA in alignment with WSSSA Practice Model, Service Delivery policies and procedures, WSSSA values and WSSSA Code of Conduct.
- Faithfully and diligently, perform the duties consistent with this position as may be varied from time to time by the organisation.
- Comply with all laws applicable to the performance of this position and not to enter into any arrangements or understandings that conflict with your duties as a team member of the organisation.
- Ensure the health and safety of yourself and others by complying with WSSSA's Work, Health & Safety policies, procedures and guidelines.

Duty as a Public Officer

- 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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| Prepared by Name: Rachel Lucas Role Title: People & Culture Manager | Date: 07/09/2020 |
| Approved by Name: Role Title: | Date: |