



## Women's Safety Services SA

### Job & Person Specification –Service Delivery

<b>Position Title:</b>	Trauma Practice Lead – 1800 Respect		
<b>Classification:</b>	Level 6, SCHADS Award		
<b>Location:</b>	Mile End/ Head Office		
<b>Last Reviewed</b>	29/09/2020	<b>Review Due</b>	29/09/2021

<b>Role Reports to:</b>	Reports to Program Manager, 1800 Respect
<b>Direct Reports:</b>	<ul style="list-style-type: none"><li>N/A</li></ul>

#### KEY PURPOSE OF THE POSITION

The Trauma Practice Lead provides direction, mentoring, coaching and support to 1800 Respect Specialist Trauma Counsellors working for the 1800 Respect National counselling service, to assist in alleviating the impacts of domestic and family violence and/or sexual assault. The role works within an established National framework, facilitating practice improvement strategies the development of coordinated responses.

#### 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

- Program Manager, 1800 Respect
- 1800 Respect Team
- All WSSSA staff
- Clients of 1800 Respect



<b>KEY RESULT AREAS</b>
<ul style="list-style-type: none"><li>• Ensure the smooth daily operation of services through liaison with Key Medibank Health Service stakeholders;</li><li>• Provide debriefing support to Specialist Trauma Counsellor's;</li><li>• Provision of regular call-coaching with Specialist Counsellors;</li><li>• Manage escalation of procedural or practice concerns and report issues or trends to Program Manager;</li><li>• Ensure clients of 1800RESPECT receive quality trauma informed and trauma responsive care;</li><li>• Contribute to the development of 1800 RESPECT practice documents;</li><li>• Participate in an on-call roster to ensure staff support</li></ul>
<b>PERSON SPECIFICATION</b>
<b>Essential Qualifications</b>
<ul style="list-style-type: none"><li>• Tertiary qualification in Social Work, Psychology, Counselling, or related is essential.</li></ul>
<b>Competencies and Experience</b>
<ul style="list-style-type: none"><li>• Leadership experience and/ or experience providing coaching, mentoring and direction to a team;</li><li>• Significant experience in providing telephone and/ or online Specialist Trauma Counselling, sexual assault, or domestic and family violence counselling;</li><li>• Experience conducting performance and coaching discussions with staff;;</li><li>• Well-developed oral and written communication skills, and high level interpersonal skills including the ability to communicate effectively with a diverse range of cultural and social groups;</li><li>• Sound understanding of Federal and State based legislation, including child protection legislation as is relevant to service delivery;</li><li>• Demonstrated ability to work with attention to detail in a high demand environment, whilst adhering to client service protocols, within agreed timeframes;</li><li>• Sound IT systems knowledge, including exposure to the use of client record databases, and intermediate skills in the Microsoft suite of products;</li><li>• High level of adaptability and the initiative to work independently, and provide direction and mentoring to others;</li><li>• Ability to maintain a high degree of confidentiality, integrity and honesty.</li></ul>
<b>SPECIAL CONDITIONS</b>
<ul style="list-style-type: none"><li>• Current full Driver's License and able to drive;</li><li>• The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check;</li><li>• Must be flexible to work shift work as required and negotiated, within a 24/7 environment; and</li></ul>
<b>GENERAL DUTIES &amp; RESPONSIBILITIES</b>



- 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.

<b>Prepared by</b> <b>Name: Rachel Lucas</b> <b>Role Title: People &amp; Culture Manager</b>	<b>Date: 29/09/2020</b>
<b>Approved by</b> <b>Name:</b> <b>Role Title:</b>	<b>Date:</b>