



## Women's Safety Services SA

### Job & Person Specification –Service Delivery

<b>Position Title:</b>	Domestic & Family Violence Counsellor		
<b>Classification:</b>	Level 5, SCHADS Award		
<b>Location:</b>	Mile End/ Head Office		
<b>Last Reviewed</b>	13/5/2021	<b>Review Due</b>	13/5/2022

<b>Role Reports to:</b>	Reports to Team Leader, DVCL
<b>Direct Reports:</b>	<ul style="list-style-type: none"><li>• N/A</li></ul>

#### KEY PURPOSE OF THE POSITION

The Domestic & Family Violence Counsellor assists in alleviating the effects of domestic and family violence through the provision of crisis telephone counselling, and by assessing the DFV risk and immediate support needs of clients and their children in crisis. The role works with clients and stakeholders to develop safety management strategies, including short term crisis accommodation, security upgrades to place of residence through Safe at Home services, and facilitates access to other forms of DFV support and intervention.

#### 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

- Team Leader, DVCL
- Executive Manager, National and State-wide Programs
- DVCL team, including Home Safety Coordinators
- Clients of Women's Safety Services SA



- All WSSSA staff
- External Stakeholders

## KEY RESULT AREAS

- Ensure the diversity, intersectionality and lived experience within the client group is recognised, valued and inclusive strategies are used to respond to client needs
- Complete assessments to identify the presenting needs of clients, including DFV risk assessments, to ensure the continued safety of clients, including children;
- Provide family and domestic violence counselling within a crisis context, information relating to safety, supports and available resources;
- Develop and implement individualised crisis responses and safety management strategies to suit the specific needs of clients including, but not limited to: access to accommodation programs, Safe at Home services and Work Safe Guardian App;
- Advocate for and facilitate referral pathways and responses to women and children affected by domestic and family violence;
- Maintain strong working relationships with government, non-government and community organisations to ensure quality outcomes for clients;
- Seek approvals for program or client related expenses as per WSSSA guidelines;
- Maintain the confidentiality of client information as required by WSSSA Policy
- Participate in quality improvement programs and activities to meet Contractual and Service Excellence Standards and requirements

## 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 experience in the provision of crisis telephone counselling through trauma informed responses and practice, in a domestic violence or strongly related field;
- Previous experience working in a crisis or domestic violence or related setting;
- Excellent knowledge of the theoretical approaches applicable when working with women and children experiencing domestic and family violence, including Aboriginal family violence;
- 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 accurate, detailed and holistic assessments of client needs and communicate these clearly to clients and stakeholders;
- Strong understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence in diverse contexts.
- High level of written and verbal communication skills and interpersonal skills, including the ability to liaise, negotiate, advocate and resolve conflict;



- Highly organised with ability to manage multiple demands, and strong attention to detail to ensure accurate client data and record keeping
- Strong attention to detail, and sound administration skills, including ability to use MS suite of products and client databases to maintain client records
- High level of adaptability, creative problem-solving and the initiative to work independently, and as part of a team;
- Knowledge of legislation as it relates to 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.

<b>Prepared by</b> <b>Name:</b> Rachel Lucas <b>Role Title:</b> People & Culture Manager	<b>Date:</b> 07/09/2020
<b>Approved by</b> <b>Name:</b> <b>Role Title:</b>	<b>Date:</b>