

CARRIE'S PLACE WOMEN'S AND CHILDREN'S SERVICES INC.

POSITION DESCRIPTION

POSITION:	Domestic and Family Violence Specialist Worker
PROGRAM:	Hunter Valley Women's Domestic Violence Court Advocacy Service
Funded service:	WDVCAS, Legal Aid
GRADING:	SCHCaDSI Modern Award SACSE Level 5
HOURS:	up to 70 Hours per fortnight, as per contract
REPORTS TO:	Assistant Manager and Manager, WDVCAS

OBJECTIVES:

1. Participate as a team member in both the Hunter Valley WDVCAS and the broader Carrie's Place Team
2. Provide women with court advocacy services at Maitland, Raymond Terrace, Dungog, Singleton, Muswellbrook, Scone, Kurri Kurri, and Cessnock Local Courts
3. Participate in the DV Justice Strategy response to Domestic and Family Violence (DFV) incidents
4. Engage collaboratively with partners (both internal and external) to ensure quality client centred outcomes
5. Participate in and provide community education within Carrie Place and the broader community to develop trusting relationships between the WDVCAS and the communities in which we provide services.

DUTIES of POSITION:

Work in this position requires a high level of knowledge and skills to achieve results in line with the organisation's goals. Workers at this level will be required to provide expert program related advice and exercise a high level of responsibility. The work of the DFV Specialist Worker (includes, but is not limited to the following duties:

Objective 1

Participate as a team member in both the Hunter Valley WDVCAS and the broader Carrie's Place Team

- 1.1 Participate in regular catch up meetings with WDVCAS team members, to establish daily work goals

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- 1.2 Utilise current client management and data collection systems according to Policy and Procedure
- 1.3 Ensure compliance with Service Agreement
- 1.4 Provide the WDVCS Manager and/or Assistant Manager with ongoing feedback on issues relating to WDVCS service provision
- 1.5 Provide input into policy and procedure review
- 1.6 Participate in program evaluation
- 1.7 Participate in Carrie's Place Team meetings and events

Objective 2

Provide women with domestic violence court advocacy services at Maitland, Raymond Terrace, Dungog, Singleton, Muswellbrook, Scone, Kurri Kurri, and Cessnock Local Courts

- 2.1 Attend Court on ADVO List Days and other days as required. This includes mentions, hearings, and criminal charge matters in order to provide information, assistance and referral and Court Advocacy for the women within this client focus group
- 2.2 Advocate on behalf of WDVCS clients within the NSW justice system, to ensure their best interests are protected during the ADVO process, and related charge matters
- 2.3 Encourage women to be actively involved in the judicial process in order to have their safety needs met
- 2.4 Ensure that women are aware of ADVO Conditions, Court dates and other relevant information and that the ADVO is appropriate to the client's needs and threat level
- 2.5 Develop and maintain relationships with key partners including NSW Police, Local Courts and Legal Representatives
- 2.6 Provide feedback to Carrie's Place management on issues that impact the best interests of WDVCS service users

Objective 3

Participate in the DV Justice Strategy response to domestic violence incidents

- 3.1 Have expert knowledge of the Central Referral Point (CRP) operating procedures
- 3.2 Accept referrals from the CRP as well as telephone and other referrals from Government and Non-Government Organisations

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- 3.3 Contact women referred to the WDV CAS in a timely manner, conduct a threat assessment to ascertain their current risk status and undertake safety planning to address immediate safety needs
- 3.4 Offer information, assistance and warm referrals for women to a range of appropriate service providers
- 3.5 Re-assess a client's "at threat status" and liaise with the SAM Coordinator to ensure all clients assessed at Serious Threat are placed on the SAM Agenda
- 3.6 Request police welfare checks where client safety concerns exist
- 3.7 Assist the SAM Coordinator to develop and administer policies, systems and processes for the effective operation of the WDV CAS and SAMs.
- 3.8 Provide feedback to Carrie's Place Management on concerns related to the DVJS response
- 3.9 Comply with WDV CAS Policy and Procedure Manual, SAM Manual and the Domestic Violence Information Sharing Protocol

Objective 4

Engage collaboratively with partners (both internal and external) to ensure quality client centred outcomes

- 4.1 Attend Interagencies as determined by the Manager/Assistant Manager of WDV CAS
- 4.2 Participate in collaborative meetings and relevant activities with community partners
- 4.3 Feedback information and resources about local service providers to the Carrie's Place Team

Objective 5

Participate in and provide community education within Carrie Place and the broader community to develop trusting relationships between the WDV CAS and the communities in which we provide services.

- 5.1 Provide WDV CAS expertise to all stakeholders, as required
- 5.2 Provide general information about all Carrie's Place programs
- 5.3 Participate in events relevant to the WDV CAS and Carrie's Place as required.
- 5.4 Facilitate relevant group work activities, as required and/or arrange access to these groups for the client group.

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In addition, the worker is responsible to:

1. Adhere to Carrie's Place Code of Conduct
2. Adhere to Carrie's Place Policy and Procedure
3. Adhere to all legislative requirements
4. Ensure work practice is underpinned by Carrie's Place Vision, Statement of Purpose, Values, Principles and Objectives.
5. Be an effective team member
6. Participate in supervision and staff appraisal processes as per current policy
7. Set work priorities and monitor work flows
8. Ensure Carrie's Place service delivery remains innovative and of high quality at all times by initiating and taking responsibility for own professional development
9. Attend and actively participate in work related conferences and training courses as required and as budget allows
10. Keep abreast of current resources, social policy, and other developments in relation to domestic and family violence and homelessness
11. Contribute to industry knowledge via participation in relevant surveys, inquiries, forums and Interagencies
12. Assist with relevant fundraising activities and campaigns
13. Comply with WHS legislation ensuring that all work areas are safe and clean
14. Take active responsibility for personal wellbeing, including monitoring own job stress and signs of vicarious trauma
15. Provide mentoring to students and volunteers as required
16. Comply with all lawful direction by the Carrie's Place Management Team

SELECTION CRITERIA

1. Identify as a woman
2. Tertiary qualifications in social science or related field (Minimum Diploma level)
3. A commitment to a feminist philosophy, and the principles of social justice and human rights
4. Expertise in the issues pertaining to domestic and family violence and the criminal justice system responses including Apprehended Violence Order (ADVO) applications and criminal prosecutions

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5. Knowledge of the intersection between homelessness and DFV, and awareness of homelessness service responses
6. Demonstrate a high level of emotional maturity, including respectful and ethical behaviour
7. Excellent communication skills, particularly in negotiation, advocacy and conflict resolution
8. Excellent organisational, time management, administration skills and computer literacy
9. Experience working in specialist domestic violence community organisations or in a similar role
10. Ability to implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of DFV services to a diverse range of women including Aboriginal women and women from CALD communities.
11. Demonstrated ability to engage effectively with clients in crisis and provide appropriate, trauma-informed support
12. Demonstrated ability to network and develop working relationships with local community stakeholders
13. Ability to facilitate group work activities
14. Hold a current NSW Driver's Licence
15. Current clearance in relation to Working with Children Check and relevant NSW Police Force Checks