

SOUTH BURNETT CTC INC POSITION DESCRIPTION

DOMESTIC AND FAMILY VIOLENCE ASSESSMENT AND RESPONSE WORKER CTC YOUTH & FAMILY SERVICES

Position Type	Full Time (76 hours per fortnight) – flexibility and accountability in how these hours are worked to meet the needs of clients – the spread of hours per weekday can range between 6.00am and 8.00pm
Program	Wondin-dee Domestic and Family Violence Specialist Service
Location	CTC Youth & Family Services – Wondai & Kingaroy
Reports To	Domestic and Family Violence Senior Practitioner
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO) Community Services Worker Level 4 (\$41.52 per hour) + salary packaging

Broad Outline of South Burnett CTC Inc (CTC)

South Burnett CTC Inc (CTC) is a not for profit community organisation providing support to disadvantaged people of all backgrounds and ages in areas including Foster Care, Residential Care, Youth & Family Services, Domestic and Family Violence Services, Disability Services and our Gumnut Place Social Enterprise. We provide a range of services through the South Burnett area with teams operating from Kingaroy, Wondai and Murgon.

Program Summary

The Wondin-dee Domestic and Family Violence Specialist Service provides support to people in Cherbourg and across the South Burnett who have been impacted by Domestic and Family Violence. This service prioritises the safety and wellbeing of people experiencing (or at risk of experiencing) domestic and family violence through a collaborative, client centred approach aimed at empowering clients to meet their individual, safety and support goals.

Position Summary

Primary Role – Domestic and Family Violence Assessment and Response Worker

- Provide individual support to women and children experiencing domestic and family violence to remain safe

Secondary Role - Domestic and Family Violence Support Worker

- Provide support to people impacted domestic and family violence in accordance with the changes in demand. This may include court support and individual and/or group counselling/support to women and children

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

Attributes required to meet the responsibilities of the position

Qualifications/Industry Experience/Licences

- Minimum 3 year degree in Counselling, Social Work, Psychology or similar OR related qualification supported by significant, relevant experience
- Strengths and experience in working with people in high-risk domestic violence situations to support them to be safe
- Demonstrated skills in maintaining own personal safety and the safety of colleagues and clients through understanding and responding to indicators of risk
- Understanding of the Domestic and Family Violence Protection Act 2012 and the Child Protection Act 1999
- Ability to use a variety of tools to engage with and deliver culturally appropriate individual and group counselling support (including Aboriginal and Torres Strait Islander families and young people)
- Experience in working with complex client issues such as domestic and family violence, volatile substance misuse, homelessness, alcohol and drug addictions, mental health issues
- Ability to develop and deliver resources and programs
- Experience in compiling case notes, safety plans, risks assessments and support plans
- Demonstrated understanding of personal and professional boundaries
- Commitment to respecting the privacy and confidentiality of all stakeholders
- Queensland drivers licence
- Ability to maintain a driver's licence without suspension and be transparent in reporting any past or future driving/traffic infringements notices that may impact on own suitability to transport clients
- First Aid and CPR Certificates or ability to acquire

Screening

- Working with Children Blue Card
- NDIS Worker Screening Check
- Ability to meet and maintain any other current or future legislative benchmark requirements and government or organisation mandates

Cultural Awareness

- Ability to identify with Aboriginal and Torres Strait Islander clients and the ability to work in a culturally sensitive and competent way at all times
- Ability to respond in a culturally sensitive way to all stakeholders of the service

Time Management and Accountability

- Time management and IT competency to ensure all client case notes are compile and plans and other requirements are reviewed within the appropriate timeframes and that complete client files are kept up to date on a data capture system

Availability and Flexibility

- Flexibility to adjust hours when required to meet the needs of clients
- Availability for occasional pre-planned out of hours work/weekend events

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

Responsibilities of the Position

Domestic and Family Violence Assessment and Response Worker

- Ensure service delivery is in line with the Department's Domestic and Family Violence Regulatory Framework ensuring compliance with Practice Standards and Guidance.
- Ensure information sharing is in line with the Domestic and Family Violence Protection Act 2012 and Domestic and Family Violence Information Sharing Guidelines.
- Ensure that service delivery is in line with CTC's Responding to Domestic and Family Violence Policy and Procedure
- Ensure service delivery is in line with the Domestic Violence Investment Specifications
- Follow safety policies, guidelines and protocols to ensure the safety of yourself and others
- Use a variety of culturally appropriate tools to engage with clients
- Work proactively with staff in other organisations to provide a collaborative response to the safety and support of women and children accessing the service
- Provide information, advice and assistance through advocacy and referral

Domestic and Family Violence Support Worker

- Work within the Domestic and Family Violence Team through morning meetings to identify and respond to areas of need as agreed with the Senior Practitioner
- Ensure that service delivery is in line with CTC's Responding to Domestic and Family Violence Policy and Procedure

Dual Role Responsibilities

- Ensure administration requirements are met including:
 - all case notes are entered into the database within 24 hours of contact
 - all risk assessments and plans are entered into the database within 24 hours
 - record time counted working directly or on behalf of a client on the database including client risk and needs assessments, case management, referrals, file notes and case conferences
 - ensure 25 hours contact and/or casework is recorded on a weekly basis
 - all intake forms are up to date and uploaded within 24 hours
 - ensure client details are up to date at all times
 - ensure and that outcomes and outputs as specified in the service contract are achieved
 - ensure all brokerage has been approved by your Senior Practitioner and is accurately recorded in the database
- Be an effective member of the CTC Domestic and Family Violence Team
 - prioritise the attendance of all Team Meetings
 - actively participate in Team Meetings to ensure the service is meeting the needs of clients, the community and contractual outputs and outcomes and that strategies for continuous improvement are identified and implemented as required
 - participate in the development of resources and community events as required which increase community knowledge and response to domestic and family violence
 - participate in the development and promotion of resources and training which improve service response to domestic and family violence
- Manage your time effectively between your primary role (70%) and secondary role (30%)

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Youth & Family Services Team as well as all other CTC Teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment at all times
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Human Services Quality Standards
 - NDIS Practice Standards
 - Qld Human Rights Act
 - CTC Staff Code of Conduct
 - NDIS Code of Conduct
 - CTC Code of Conduct for Working with Children and Young People

Performance Support and Reviews

- Regular 1:1 supervision with the Senior Practitioner
- Engage in external supervision as required
- Performance will be reviewed within an initial 6 month probation period and then on an annual basis according to the details of this and any revised position descriptions.

Confirmation of Understanding and Agreement with the Position Description

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role

Staff Member Name: _____

Staff Member Signature: _____ Date: ____/____/____