

# DFV Educator and Support Worker – Disability and Inclusion

## Position Description

<b>Directorate</b>	Vinnies Services
<b>Reports to:</b>	Manager, North Coast Settlement Services
<b>Direct reports:</b>	NIL
<b>Location:</b>	Northeast Region – based within the geographical region of the service package or service.
<b>Primary position objective:</b>	Implement the DSS funded Settlement and Engagement Transition Services program, to equip and empower humanitarian entrants and other eligible permanent migrants and their communities to better identify and support women in situations of domestic and family violence. Contribute to improving social participation, economic wellbeing, and independence for refugee women to facilitate personal wellbeing and community connectedness.

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### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Disability and Inclusion:** this team is responsible for state-wide management of excellent disability and inclusion services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical Governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service Innovation and Business Development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The DFV Educator and Support Worker will:

- Ensure the successful implementation of the Strategic Plan within their directorate.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

### Program Implementation

- Deliver high quality services in a timely manner, including mandatory reporting to the Department of Social Services and SVDP.
- Conduct promotional activities of SETs and NCSS programs so that clients become aware of mainstream services and are comfortable attending relevant groups.
- Establish and maintain links and partnerships with key service providers, community organisations and agencies that provide information and assistance to the target group.
- Ensure appropriate records are kept covering clients, services provided, telephone queries and group-work as per DSS and SVDP reporting requirements.

### Client Services

- Address client needs through casework and targeted group sessions that align with the priority areas identified in the Activity Workplan for DFV.
- Share information at community events and have conversations with individuals and groups, covering topics relevant to reduction/prevention of DFV among newly arrived communities

## Critical Key Performance Indicators (KPIs)

- Implement the key aspects of the DFV SET's Program.
- Promotions of empowerment, choice and self-efficacy for people and their families living in DFV situations.
- Educate newly arrived communities in healthy vs. unhealthy relationships, parenting, child wellbeing, family safety, gender equality and women's rights, and Australian law

## Key working relationships

In addition to staff with the Disability and Inclusion division, and their direct reports, the Disability Support Worker will foster close working relationships with:

- Regional Manager NE/NW Disability and Inclusion
- Members of local Conferences
- Volunteers
- Other local Vinnies Services teams
- External agencies working with the migrant community

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- 'People we serve' centric: (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- Values based leadership: (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- Impact focus: (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- Collaboration: (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- Change leadership: (Level 1) Support the implementation of change.
- Team performance: (Level 1) Develop own performance and contribute to team performance.
- Digital engagement: (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- Innovation and improvement: (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- Financial acumen: (Level 1) Use the Society's resources responsibly.

### Role-specific criteria

- A refugee background.
- English is your second language.
- Experience with or understanding of maintaining records of service delivery, or ability to acquire the knowledge.
- Excellent oral communication skills in your first language
- High-level interpersonal skills, including the ability to work in a multifunctional team and to interact with a broad cross-section of people.
- Certificate of completion for DV ALERT – or willingness to obtain Certificate of completion.