



Women's Safety Services SA

Job & Person Specification –Service Delivery

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| Position Title: | Home Safety Coordinator, Safe at Home | | |
| Classification: | Level 4, SCHADS AWARD | | |
| Location: | Mile End/ Head Office | | |
| Last Reviewed | 27/05/2022 | Review Due | 27/05/2023 |

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| Role Reports to: | Reports to Community Interventions Team Leader |
| Direct Reports: | <ul style="list-style-type: none">n/a |

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| KEY PURPOSE OF THE POSITION |
| Safe at Home (SAH) services sit within the Domestic Violence Crisis Line. SAH assists women and their children who are experiencing, or have experienced domestic and family violence to remain safely in their home. The Home Safety Coordinator supports women and their children through the coordination of upgrades to property security, safety planning and connecting women with additional support services as required. |
| 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: <ul style="list-style-type: none">SafetyDiversity and EquityRespectResponsiveness, Flexibility and InnovationKnowledge and AccountabilityCommunity responsibility |
| KEY WORKING RELATIONSHIPS |
| <ul style="list-style-type: none">Program Manager & Team LeaderProgram TeamAll WSSSA staffExternal stakeholdersWSSSA clients |



| KEY RESULT AREAS |
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| <ul style="list-style-type: none">• Ensure the diversity, intersectionality and lived experience within the client group is recognised, valued and inclusive strategies are used to respond to client needs• Work closely with domestic violence crisis line and other key stakeholders to respond to referrals in a timely manner• Ability to re-assess risk throughout home audit appointments and following interactions and refer to appropriate services as required• Establish safety plans with clients in regards to their home safety and other related risks• Undertake security audits of a client's home both in person at the home and over the phone;• Utilise information gained during home safety audit to initiate appropriate security upgrades.• Provide timely services which connect clients to other services to mitigate risks of meet client needs.• Escalate concerns and manage safety as appropriate, with particular focus on safety when attending client homes.• Liaise with home security contractors, housing providers, real estate agents and other key providers to ensure audit recommendations and security requirements are completed in a timely way• Prioritise and manage multiple and competing work tasks calmly and effectively; delivering to agreed deadlines and within set budgets.• Maintain clear communication with clients and contractors and service providers as appropriate to achieve security upgrades• Maintain case notes• Maintain H2H requirements• Participate in regular review meetings with team leader regarding workload• Participate in team meetings |
| PERSON SPECIFICATION |
| Essential Qualifications |
| <ul style="list-style-type: none">• Minimum TAFE diploma in welfare, community services, administration or experience commensurate with the position |
| Competencies and Experience |
| <ul style="list-style-type: none">• Demonstrated experience working in an administrative capacity with responsibility for coordinating activities in a high pressured environment• Ability to work empathetically with clients around their experiences of domestic and family violence• An understanding of domestic and family violence and the impacts for women and children• Ability to conduct safety planning with women to increase their safety• Understanding of DFV sector and other service pathways available to clients• Experience in maintaining client records and databases• Experience in maintaining relationships with government and non-government and community organisations• Highly organised with the ability to manage multiple demands/tasks• High level of adaptability and ability to take initiative to work independently, and as part of a team• Ability to maintain a high degree of confidentiality, integrity and honesty• Knowledge of related legislation |



- Sound IT systems knowledge (Outlook, Word and various databases)

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;
- The incumbent is required to provide evidence of being fully vaccinated (including Booster, when eligible) against COVID-19 with an approved TGA vaccine or an exemption from the Chief Public Health Officer
- 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.

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| Prepared by Name: Role Title: | Date: |
| Approved by Name: Role Title: | Date: |
| Signed by President of WSSSA: | Date: |