



## **Applicant Information**

**Please read the following information carefully prior to making an application for the position of:**

### **Assessment & Service Connect Program Coordinator**

**(CASC/S/4/18)**

Applicants **must** address all the key selection criteria (KSC) providing examples of their work experience and capacity to meet the KSC.

Applicants must also provide their resume, proof of educational qualifications and/or experience and 2 professional referees with the application to be considered for interview. Incomplete applications will not be processed.

Applications must be made electronically and in writing and be received by **11 pm** on **1<sup>st</sup> May 2018**. Applications should be emailed to: [info@domesticviolence.com.au](mailto:info@domesticviolence.com.au)

Emails should mark the application with the following:  
**CASC/S/4/18**

**Applications that do not address the selection criteria or are received after the closing date will not be considered for interview.**

If you have any questions about the position, please direct them to [info@domesticviolence.com.au](mailto:info@domesticviolence.com.au) .

We will endeavour to respond within 24 hours during the working week.

## Assessment & Service Connect Program Coordinator

The Domestic Violence Prevention Centre GC Inc. (DVPC) is currently seeking applications from individuals who are suitably qualified and/or experienced in the co-ordination and delivery of Programs and the provision of support services to women and children affected by domestic and family violence who are engaged with the child protection system.

DVPC is a specialist Domestic and Family Violence (DFV) service based on the Gold Coast and Beenleigh. It provides domestic and family violence responses to women, children and young people and delivers the Men's DV Education and Intervention program in partnership with Queensland Corrective Services. DVPC currently has four sites of service delivery; and offers services from Beenleigh to the border of New South Wales.

We offer employees:

- A dynamic workplace that values innovation and quality practice
- A commitment to staff wellbeing and professional development through Employee Assistance Programs, Supervision and Training & Development
- 5 weeks annual leave
- Salary sacrificing options

**Salary and Conditions:** SCHADS Award SACS level 7. The Pay point determined by successful applicants experience and qualifications.

Applications must be made in writing and received by 11 pm on Tuesday 1<sup>st</sup> May 2018. **Late applications will not be considered for interview.**

The Application Pack including Position Description with the key selection criteria and instructions on how to apply are available on our website [www.domesticviolence.com.au](http://www.domesticviolence.com.au) see menu under **About Us/ Working with Us/ Current Vacancies.**

**Applications must address the key selection criteria, provide a CV, proof of educational qualifications and/or experience and 2 professional referees to be considered for interview.**



Domestic Violence  
Prevention Centre  
Gold Coast Inc.

## **Assessment & Service Connect Program Co-ordinator - Domestic and Family Violence Specialist Team**

- PROGRAM:** Assessment and Service Connect (T448)
- LOCATION/S:** The Co-ordinator will be based at the Nerang Child Safety Intake and Assessment Hub Service Centre regularly. The role may require some home visitation and out of office support with clients. The Organisation's main office is located at Southport and the Co-ordinator will be required to attend meetings at this office.
- REPORTING:** This Position has a direct report to the CEO Domestic Violence Prevention Centre GC Inc.
- SUPERVISION RESPONSIBILITY:** This position supervises the Fathering Consultant and the Women and Child Advocate within the ASC Specialist Team
- FUNDING:** The funding for the Program is provided by the Queensland Government
- DAYS/ HOURS OF WORK:** A minimum of 7 days per fortnight as per operational requirements. The hours of work are 9 am to 5 pm with a 45-minute lunch break (unpaid)
- AWARD/ CLASSIFICATION** Level 7 SCHADS Award (Qld) Social and Community Services Employee. The Pay point will be dependent on the successful applicant's skills and experience. This will be negotiated with the successful applicant prior to the issuing of the employment contract.
- ANNUAL LEAVE:** 5 weeks per annum (pro-rated)

### **Please note:**

- **Permanent Appointment in this role is conditional on satisfactorily completion of a six-month probationary period**
- **Employees can access salary sacrificing and entertainment allowance benefits as part of their employment conditions. Participation is voluntary.**
- **Under section 25 of the Anti-Discrimination Act 1991, there is a genuine occupational requirement for the incumbent to be female.**

**THE ORGANISATION:** The Domestic Violence Prevention Centre GC Inc. (DVPC) is a specialist domestic violence service based on the Gold Coast and Beenleigh. It has been operating since 1992. It offers support to women, young people and children who have experienced domestic and family violence and delivers mandated behaviour change programs to male perpetrators of violence. DVPC utilises a feminist framework and evidence-based practice to inform and direct its service responses. DVPC convenes the GC Domestic Violence Integrated Response (GCDVIR), which brings together systems agencies and relevant organisations to improve responses to high risk women and children to enhance their safety and wellbeing, and to actively work towards improving collaboration between all agencies on the Gold Coast who are responding to domestic violence.

**PURPOSE OF THE ROLE:** The purpose of the Assessment and Service Connect (ASC) is to assist the child/ren and their family to receive the customised support and services they need to increase safety and decrease the likelihood of the child entering out-of-home care.

The role will provide support with consent to women and children affected by domestic and family violence who are engaged with the ASC as well as direct line supervision to specialist practitioners within the DVPC embedded team.

The Coordinator will be required to provide project management and oversight to the development of the DVPC ASC service provision, including development of delivery of training, and implementation of governance mechanisms to enable measurement of outcome and impact.

Support will be delivered in accordance with the Service Agreement, the Investment Specifications relating to Assessment and Service Connect (T448) and the internal processes, policies, procedures and practices of DVPC.

## **KEY ELEMENTS OF THE POSITION**

### **Function 1 - LEAD THE DEVELOPMENT AND ONGOING OPERATIONS OF DVPC SPECIALIST PROGRAM WITHIN THE ASC AND PROVIDE SUPERVISION AND LEADERSHIP TO A SMALL TEAM OF SPECIALIST PRACTITIONERS WORKING WITHIN THE PROGRAM**

- Inform and provide guidance to the risk and safety assessment of women and children and during Child Safety intake and assessment following a notification of concern, to determine appropriate response and engagement pathway.
- Build and maintain productive relationships with internal and external stakeholders.
- Provide specialist advice, carefully considered and timely decision making, in line with the principles and in a manner, which maintains integrity of the specialist nature of DVPC's engagement in ASC.
- Represent DVPC GC Inc. in discussions and negotiations with ASC partners and promote trust, respect and integrity through demonstration and understanding of different and competing views

- Where necessary manage competing tensions and negotiate outcomes that ensure compliance with legislation, service agreements and organisational policy and practice and prioritise safety outcomes for women and children
- Provide direct line management and development of team through strong leadership practices.
- Undertake performance assessments and practice supervision of DVPC Specialist Team members embedded in the ASC.
- Provide specialist and expert advice, direction and guidance to DVPC Specialist Team members embedded in the ASC.
- Develop mechanisms for the collation and reporting of impact and outcome measures. Gather information throughout the development of the partnership to aid in enhancement of synergy and integration of responses, towards improved safety for families.

**Function 2 - BE A RESOURCE AND AN ADVOCATE FOR WOMEN AND CHILDREN WHO HAVE EXPERIENCED DOMESTIC AND FAMILY VIOLENCE WHO ARE ENGAGED WITH THE ASC:**

- With consent, undertake direct engagement with women and children who have experienced domestic and family violence to assist in the appropriate assessment of risk and safety planning for women and children and responses to the perpetrator.
- Provide appropriate, respectful and timely responses to women and children to address identified need and risk and safety concerns while promoting self-determination and resilience.
- Connect and assist women and children experiencing domestic violence to access referral pathways including support to access safe accommodation and court support.
- Provide information and active referrals for women and children about supports available within the broader community and service system.
- Provide advocacy for and with women and children to achieve positive outcomes for them with service providers and systems stakeholders.

**Function 3 - SUPPORT THE DEVELOPMENT AND ONGOING SUSTAINABILITY OF THE ORGANISATION**

- Contribute to the leadership team in the operational decision making, strategic planning and human resources development of the agency.
- Contribute to data collection and evaluation processes to build an evidence base for the work of the program and the Organisation as a whole.
- Develop training and professional development resources and represent the Organisation at relevant sector and community events.

- Participate in the development of activities for Domestic & Family Violence Prevention Month, IWD and the 16 Days of Activism and other activities in the community and related events.

#### **Function 4 - CONTRIBUTE TO THE ONGOING DEVELOPMENT AND MAINTENANCE OF A STRONG TEAM AND ORGANISATIONAL CULTURE**

- Contribute to the development of a professional and supportive working environment for all staff.
- Act in accordance with Organisational Policies and legislative requirements.
- Participate in team and leadership meetings.
- Deliver and participate in training and professional and skills development activities including peer support.
- Participate in the ongoing development of policy, processes and other organisational development activities.

#### **SUPERVISION**

All employees are required to participate in the Staff Supervision and Professional Development Program which includes internal line supervision, external individual supervision, externally facilitated group supervision.

#### **KEY SELECTION CRITERIA**

- KSC 1 Demonstrated experience working with women who have experienced complex domestic and family violence and the skills to assess risk and safety and provide appropriate support responses
- KSC 2 Demonstrated knowledge of contemporary DFV response and counselling frameworks, trauma informed practice, risk assessment and safety frameworks relevant to and appropriate for women who have experienced domestic and family violence
- KSC 3 Demonstrated experience in management and leadership positions, including the professional development and training of others.
- KSC 4 Knowledge of the complex issues affecting women and children who have experienced domestic and family violence and the intersection of these issues with the Child Protection system and a demonstrated working knowledge of current legislation relevant to Domestic and Family Violence and Child Protection, including privacy, confidentiality and information sharing provisions.
- KSC 5 Professional, high quality verbal and written communication skills and demonstrated high level negotiation skills and experience in conflict resolution.
- KSC6 Demonstrated Program management skills including:

- i. Excellent time management skills and ability to prioritise work load;
- ii. Demonstrated ability to develop and maintain strong networks and partnerships within the key stakeholders;
- iii. Strong record keeping, and administrative skills including a demonstrated ability to collect data and prepare reports on performance including outputs and outcome measures; and
- iv. Demonstrated capacity to work both independently and as part of a team.

KSC 7 Understanding of culturally respectful practice and a demonstrated capacity to deliver responses to Aboriginal, Torres Strait islander and Culturally and Linguistically Diverse women and children in a culturally appropriate and capable manner.

KSC 8 An ability and commitment to creating a positive work environment and strong organisational culture while contributing to the development and achievement of the goals and vision of the Organisation

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KSC 10 Bachelor qualifications in the human services or a relevant related field.

**ADDITIONAL MANDATORY REQUIREMENTS:**

- Positive Notice – Blue Card or the capacity to acquire.
- Current Driver's Licence.

Applicants must be eligible to legally work in Australia and proof of eligibility may be required.