



Applicant Information

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

INTAKE RECEPTION AND ADMINISTRATION WORKER (6 Month Position) (IRA/S/12/18)

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 **13th January**. Applications should be emailed to: info@domesticviolence.com.au

Emails should mark the application with the following:
IRA/S/12/18

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 .

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

INTAKE RECEPTION AND ADMINISTRATION WORKER (6 Month Position) Southport Office

The Domestic Violence Prevention Centre GC Inc. (DVPC) is excited to be recruiting for a new worker to provide reception and admin support for the pilot of the intake model.

We are currently seeking applications from individuals who are suitably qualified and/or experienced in working in crisis environments, particularly those that deliver support responses to women and children affected by domestic and family violence.

We are looking for someone who is passionate about providing excellent service and committed to contributing to building a positive culture and strong team within the organisation.

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 2. Pay point determined by successful applicants experience and qualifications.

Applications must be made in writing to info@domesticviolence.com.au and received by 11 pm on Sunday 13th January 2019. **Late applications will not be considered for interview.**

The Application Pack, including the position description with the key selection criteria and instructions on how to apply, is available on our website www.domesticviolence.com.au See menu under **About Us / Working with Us / Current Vacancies.**

Applicants must address the key selection criteria and 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.

INTAKE AND ADMINISTRATION WORKER (PILOT POSITION)

- LOCATIONS:** The main office is located at Southport with potential to outreach to locations within the catchment area.
- REPORTING:** This Position has a dual report to the Women and Children's Services Coordinator and the Organisational Development Coordinator.
- FUNDING:** The funding for this position is provided by the Department of Child Safety, Youth and Women.
- DAYS/ HOURS OF WORK:** Monday to Friday 8.45 AM - 4.45 PM (36.25 hours).
- AWARD/ CLASSIFICATION** Level 2 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

Please note:

- **DVPC is undertaking a pilot of an intake model this position until 1 September 2019. The model will be reviewed, and the position may be modified to incorporate any changes deemed necessary to ensure the ongoing success of the model**
- **Under section 25 of the Anti-Discrimination Act 1991, there is a genuine occupational requirement for the incumbent to be female**
- **Employees can access salary sacrificing and entertainment allowance benefits as part of their employment conditions. Participation is voluntary.**

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 domestic and family 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.

In 2018 DVPC implemented a pilot of a service delivery model that incorporated an Intake team as the first point of contact with the service for new clients. This position will support the intake model. The model will be formally reviewed at the conclusion of the pilot however changes may be made during the pilot to respond to identified gaps or issues.

PURPOSE OF THE ROLE: These roles will support both the Women's Counselling and the Organisational Support teams. In order to ensure coverage during leave and improve sustainability and consistency of service this role will be separated into 2 functions and duplicated. The 2 functions will be the Intake Reception and Administration Support. This will be a rotating position. Rotation will occur weekly.

The Intake Reception and Support Role- The primary responsibility of the position is answering the crisis telephone lines and being the first point of contact for women who call DVPC Southport for support and services. The worker will be responsible for directing the calls to the appropriate Advocate or Program and updating the client database as required. This role will also be required to manage the referrals to the service and ensuring they are recorded and directed accordingly, preparing telephone and inquiry reports and other tasks as required.

The Administrative Support Role provides administrative support to the organisation and plays an integral role in the service as the first point of contact to clients, stakeholders and visitors to the offices of DVPC. They are responsible for welcoming clients who attend for appointments and advising the relevant Advocate. They will be responsible for answering the Administration phone line and monitoring and responding to the Administration emails.

Support will be delivered in accordance with the Service Agreement, the DFV Investment Specifications relating to Domestic Violence Counselling (T320) and the internal processes, practices, policies and procedures of DVPC.

KEY FUNCTIONS OF THE ROLE:

INTAKE RECEPTION AND SUPPORT

- Respond to incoming crisis telephone lines in an appropriate and respectful way
- Transfer or refer the caller to appropriate Advocate or staff member.
- Update the client database as required.
- Updating the Advocates' Electronic Calendar and Rosters.
- Receive and process referrals

- Manage the provision and recording of material assistance including vouchers and personal safety items.
- Prepare and post information packs.
- Gather data and prepare reports as required.

ADMINISTRATIVE SUPPORT

- Respond to incoming administration telephone lines and refer the call to appropriate staff member.
- Greet the women who attend the office for support and inform the Advocate of their arrival.
- Maintain a register of all incoming and outgoing correspondence and collecting and posting mail each day.
- Establish and maintain a record for all office procedures and suppliers used by the centre.
- Maintain Organisational Registers including Donation and Fundraisings, Training Requests, Blue Card and Insurances.
- Co-ordinate the maintenance of Organisational assets including cars, printers and technology
- Provide support for the delivery of Programs including preparing and photocopying of materials for education and training.
- Ensure that the counselling, kitchen and waiting rooms are set up and stocked with resources
- Provide support for the delivery of Organisational events including AGM's, training activities, IWD, DVPM Events
- Oversee the purchasing and maintain office supplies including stationery, cleaning products, catering supplies
- Oversee the banking and collection of cash and cheques.
- Ensure financial compliance by maintaining and balancing Petty Cash and Voucher registers.
- Where able, assist staff with minor technology issues and/or liaise with technical support provider.
- Maintain Asset and Resource Register.
- Liaise with Building Management about building and/or maintenance issues.
- Ensure all service information brochures and booklets are maintained to contain accurate up to date, relevant information and supplies are maintained.
- Support the CEO as required
- Gather data and prepare reports as required

CONTRIBUTE TO A STRONG TEAM AND ORGANISATIONAL CULTURE

- Contribute to the development of a professional and supportive working environment for all staff.

- Support information and communication dissemination within the Organisation.
- Act in accordance with Organisational Policies and legislative requirements.
- Participate in team meetings, training and professional and skills development activities.
- Participate in the ongoing development of policy, processes and other organisational development activities.
- Provide and receive peer support as a part of the staff team.

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

- 1) Ability to work effectively and calmly in a crisis environment while providing a respectful and professional response.
- 2) Qualifications or experience in working in the area of human services with a preference for experience in crisis responses to domestic violence.
- 3) Understanding of the complex issues affecting women and children who have experienced domestic and family violence.
- 4) Highly developed organisational and administrative skills including the ability to prioritise and plan for activities.
- 5) Highly developed computer skills in a range of applications including Outlook Express and Microsoft Programs and an ability to use a client database to update and maintain client records.
- 6) Well-developed written and verbal communication skills with strong record keeping and administrative skills.
- 7) A high level of interpersonal skills, self-motivation, initiative and enthusiasm.
- 8) Ability to plan and organise work effectively with minimal supervision and to work as part of a team.
- 9) 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

ADDITIONAL MANDATORY REQUIREMENTS:

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