



Women's Advocate (Experienced)

LOCATIONS: The main office is located at Southport with potential to outreach to locations within the catchment area

DAYS/HOURS OF WORK: Monday to Friday 8.45am-4.45pm/8.00-4.00pm (36.25 hours)

REPORTING TO: Services Coordinator

AWARD

CLASSIFICATION: Level 5 SCHADS Award (Qld) Social and Community Services Employee
The pay point will be dependent on the successful applicant's skills and experience. A minimum of 2 years experience as a domestic and family violence worker is required for this level.

ANNUAL LEAVE: 5 weeks per annum

The Domestic Violence Prevention Centre GC Inc. (DVPC) is based on the Gold Coast and has been operating since 1992. It offers support to women, young people and children who have experienced domestic and family violence and delivers 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 Gold Coast 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.

DVPC Vision

Everyone is safe to live with justice, freedom and hope in their family, community and country.

DVPC's 2021-2024 strategic plan articulates the path we intend to take in pursuit of our vision. The foundation for the delivery of our plan lies in the purpose and mission of DVPC to:

- **ADVOCATE** relentlessly to achieve change.
- **COLLABORATE** to improve safety and to build and share our specialist experience and knowledge.
- **INNOVATE** by listening to those most impacted by domestic and family violence, and by working with them to explore the options to create radical and positive changes.

DVPC Values

Safety-Focused

- We centre the safety of women and their children in all our decisions.
- We appreciate the diverse experiences of women and their children and recognise that this shapes their experience of violence.
- We listen and learn from them – they teach us how to do this work.

Respect

- We respect women's rights to make their own decisions and choices for themselves and their children.
- We have brave, honest and respectful conversations with people. We talk to people, not about them.
- We clearly communicate what we can offer and what we expect of each other.

Equity

- We consistently and fairly prioritise and allocate resources by considering immediate needs with long term sustainability.
- We share the work fairly to deliver effective responses and to create systemic change.
- We actively seek out diverse voices to help us identify and remove barriers to accessing our services.

Accountability

- We have documented frameworks that guide our decisions and responses, and we take responsibility for our choices and actions. We are committed to continually improving our services to ensure they are relevant, specialised, consistent, ethical, practice-led and evidence-informed, while adapting to a challenging and ever-changing environment.
- We evaluate our programs to ensure they contribute to the safety of women and their children and add to the body of knowledge about this work.
- We can demonstrate that we manage our resources effectively, efficiently and responsibly.
- We coordinate community responses that centre the safety of women and their children by making the impact of their experience of DFV visible.
- We work with our partners to hold those who commit domestic and family violence responsible for their actions.

Purpose of the Role

The role provides support to women who have experienced domestic and family violence across a range of program areas including:

- Women's Services
- Court Advocacy Program

The Women's Advocate may work across one or a number of program areas and locations based on operational needs. Regardless of the program, the role undertakes an assessment of the domestic violence risk and provides appropriate and individualised responses including crisis support, safety planning, case management, information, psychosocial education, advocacy and referral.

The women who access our services are supported using a range of methods, including face to face, telephone or online and may be provided individually or in a group setting.

Support is delivered in accordance with the applicable Service Agreement, Practice Standards and the internal processes, policies and procedures of DVPC.

Key Elements of the Role

Be a resource and an advocate for women who have experienced domestic and family violence

- Provide appropriate, respectful, and timely responses to women to address identified needs and the risk and safety concerns, while promoting self-determination and resilience.
- Undertake risk assessments and safety planning that promote the ongoing safety of women and children.
- Deliver crisis intervention and case management services to women impacted by domestic and family violence.
- In collaboration with other workers, provide specialist group work to women who have experienced domestic violence.
- Provide information and appropriate referrals for women about supports available within the broader community and service system.
- Provide advocacy for and with women to achieve positive outcomes for them with other service providers and systems stakeholders.
- Maintain clear, concise, accurate client case notes and records using the Organisation's data collection tools.
- Exhibit a clear and comprehensive working understanding of the current Domestic & Family Violence Protection Act and its implementation.

Contribute to 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 and contractual requirements.
- Participate in team meetings.
- Participate in training and professional skills development activities.
- Provide and receive peer support as a part of the team.

Support the development and sustainability of the organisation

- Contribute to data collection and evaluation processes to build an evidence base for the work of the Organisation.
- Meet Workplace Health and Safety obligations in line with DVPC policies and procedures, as well as relevant legislation.
- Represent the Organisation at relevant community events including domestic violence prevention activities.

Key Personal Attributes

You are able to:

- Be flexible, adaptable and comfortable working with crisis situations in a fast paced and rapidly changing environment.
- Embrace differences and diversity with a genuine intention of learning.
- Maintain curiosity with a sincere interest in people.
- Keep an open posture to learning about yourself and your practice.
- Remain grounded with a level of competence and confidence in challenging or confronting situations whilst being respectful, positive, and purposeful.
- Engage in respectful dialogue without debating, colluding, and/or claiming to be the expert of others.
- Commit to ongoing personal awareness development.
- Emotionally regulate and regularly self-reflect and assess own health and wellbeing.
- Be self-responsible and accountable whilst knowing own limits and when support is needed from others.

Supervision

The position is required to participate in the Staff Supervision and Professional Development Program which includes internal line supervision and on occasion external individual supervision and externally facilitated group supervision.

Key Selection Criteria

- KSC 1 At least 2 years experience working directly with women who have experienced complex domestic and family violence, including the skills to assess risk and safety and provide appropriate support, including the provision of crisis interventions.
- KSC 2 A thorough understanding of the complex issues affecting women, children and young people who have experienced domestic and family violence and an understanding of DV dynamics and the impact on the individual and the family.
- KSC 3 Demonstrated high level of interpersonal skills, including the ability to remain grounded and empathetic in challenging or confronting situations whilst being respectful, positive, and purposeful.
- KSC 4 Demonstrated high quality written communication skills, including the ability to record comprehensive case notes, prepare correspondence to clients and communicate appropriately with internal and external stakeholders.
- KSC 5 Excellent time and workload management skills with the demonstrated ability to prioritise workload and capacity to work both independently and as part of a team.
- KSC 6 A working knowledge of current legislation relevant to the protection of victims of domestic and family violence including the Domestic and Family Violence Protection Act 2012 and the Child Protection Act 1999.

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.

Performance Expectations

- Well-developed domestic violence specialist skills are evident, and the Advocate can demonstrate their ability to provide effective and tailored interventions appropriate to the women's situation, needs and risk levels.
- Assessments of risk and safety are accurate, professional, culturally sensitive and undertaken with a non-judgemental approach.
- Actions and responses to the assessed risk and needs are timely, appropriate and contribute to the increased safety of women and children.
- Actively involves women in the assessment and decision-making processes.
- Escalates identified issues and organisational and clinical risks promptly.
- Demonstrates in-depth current knowledge and understanding of the services available and provides accurate and relevant information to clients about other support services and makes appropriate referrals.
- Records all required information in the database in an accurate and concise manner.
- Communicates with a diverse range of women and stakeholders respectfully and effectively.
- Contributes to continuous improvement and the review of effective practices and processes and their integration.
- Applies appropriate self-care strategies to maintain a healthy practice.
- Conduct is professional and ethical when engaging with clients and stakeholders.
- Promptly identifies and reports conflicts of interest and manages these in an ethical and responsible manner.
- Willing to provide assistance and support to colleagues to assist with equity of workload.
- Builds positive relationships with team members that contribute to a cohesive and respectful workplace.
- Attends and participates in staff meetings and organisational events.