



## **WOMEN'S ADVOCATE**

The Domestic Violence Prevention Centre GC Inc. (DVPC) is a specialist domestic violence service. It has been operating since 1992 and covers the geographical area that includes the Gold Coast and the Northern Growth Corridor to Beenleigh. 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 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.

The Women's Advocate provides support to women who have experienced domestic and family violence across a range of program areas within the Domestic Violence Prevention Centre. These include:

- Women's Services
- Court Advocacy Program
- Men's Domestic Violence Perpetrator Programs

The Women's Advocate may work across one or a number of program areas and locations based on operational needs and training specific to the different programs will be provided.

Regardless of the Program, the Women's Advocate 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.

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

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

## **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 violence or family violence;
- Provide specialist responses to women and who have experienced or are experiencing domestic and family violence;
- In collaboration with other workers or external co-facilitators, 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.
- Develop a clear and comprehensive working understanding of the current Domestic & Family Violence Protection Act and its implementation;
- Develop a sound working knowledge of other agencies which provide services to those impacted by domestic violence.

### **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;
- Advocates 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 their children;
- Evidence that the woman has been actively involved 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 accurate and relevant information is provided to clients about other support services and the appropriate referrals made;
- Follows and adheres to the DVPC practice framework and guidelines;
- All required data is recorded for internal information management systems, and

information is concise and secure;

- Demonstrated oral and written communication skills, including the ability to communicate respectfully and effectively with a diverse range of women and stakeholders;
- Work practices are ethical and comply with practice and policy expectations/requirements;

### **CONTRIBUTE TO A STRONG TEAM AND A POSITIVE 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 and skills development activities.
- Provide and receive peer support as a part of the staff team.

### **PERFORMANCE EXPECTATIONS**

- Demonstrated commitment to equity of workload and the willingness to provide assistance and support to colleagues as appropriate;
- Demonstrated ability to work in an environment that can be challenging and demanding at times, including working within agreed timeline parameters;
- Evidence of relationships with team members that contribute to building a cohesive and respectful workplace;
- Demonstrated ability for self-awareness and to act in a self-responsible and accountable manner
- Active engagement and participation in supervision
- Positively contribute to the ongoing review and development of effective practices and practice guidelines.
- Integration of new work practices and processes when implemented;
- Evidence of a commitment to continuous improvement activities which continues to build the service delivery;
- Demonstration of self-care practices;
- Adherence to DVPC Policies and processes;
- Attendance at and participation in staff meetings and organisational events.

### **SUPPORT THE DEVELOPMENT AND SUSTAINABILITY OF THE ORGANISATION**

- Demonstrates a commitment to personal and professional development while also contributing to and cultivating a culture of shared learning within the team;
- Contribute to data collection and evaluation processes to build an evidence base for the work of the Organisation;
- To meet Workplace Health & Safety obligations in line with DVPC Policy & Procedures as well as relevant legislation;
- Represent the Organisation at relevant community activities and events;
- Participate in and contribute to activities for Domestic and Family Violence

Prevention Month, IWD and the 16 Days of Activism and other community activities and events.

### **PERFORMANCE EXPECTATIONS**

- Professional and ethical conduct when engaging with clients and stakeholders on behalf of DVPC;
- Commitment to the vision, mission, values and strategic objectives of DVPC;
- Prompt identification and reporting of conflicts of interest and a commitment to the ethical and responsible management of the conflict;
- Collect performance data and prepare and submit monthly reports on time;
- Contribute to minimising the risk to health and safety of all persons in the workplace;
- Evidence of active contribution to awareness-raising or prevention events hosted by DVPC.

### **SUPERVISION**

The Advocate is required to participate in the internal supervision process and, on occasion, may where appropriate, access individual external supervision and externally facilitated group supervision.

### **REMUNERATION /CLASSIFICATION**

The Level 5 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.

## **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, including the provision of crisis interventions
- KSC 2 Demonstrated knowledge of contemporary DFV response frameworks, trauma-informed practice, relevant risk assessment and safety frameworks
- KSC 3 Demonstrated knowledge and understanding of the complex issues and barriers impacting women and their children who have experienced domestic and family violence
- KSC4 Demonstrated professional verbal and written skills, including the ability to document case notes, prepare reports on activities, and prepare correspondence to women and internal and external stakeholders.
- KSC 5 Demonstration of comprehensive knowledge of the agencies within the broader service sector and the ability and willingness to obtain up to date information and potential referral pathways.
- KSC 6 Excellent time and workload management skills with the demonstrated capacity to work independently and as part of a team.
- KSC 7 A working knowledge of current legislation relevant to the protection of victims of domestic and family violence and a working knowledge of the Family Law and Child Protection Acts.
- KSC8 An ability and commitment to creating a positive work environment and a robust and constructive organisational culture while contributing to the development and achievement of the goals and vision of the Organisation

## **MANDATORY EDUCATIONAL REQUIREMENTS**

- Educational Qualifications or experience consistent with the requirements of SACS Level 5.

## **ADDITIONAL MANDATORY REQUIREMENTS:**

- Positive Notice – Blue Card or the capacity to acquire.
- Current Driver's Licence and the ability and willingness to drive Organisational vehicles as required
- Applicants must be eligible to work in Australia legally, and proof of eligibility may be required.
- Police Checks may be required for Advocates depending on Program requirements.