



## Domestic & Family Violence Counsellor

**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:** Integrated Response Manager

### **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 counsellor is required for this level.*

**ANNUAL LEAVE:** 5 weeks per annum

The Domestic Violence Prevention Centre (DVPC) is a specialist service which supports women, children and young people who have experienced domestic and family violence. We also deliver the Men's DV Education and Intervention program and convene an Integrated Response group that works with agencies on the Gold Coast to improve collaboration and responses to victim survivors of domestic and family violence to enhance their safety and wellbeing.

### 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 primary purpose of the role is to provide specialised therapeutic counselling support for women who are or have experienced trauma through domestic and family (DFV) violence. The role aims to support the emotional, social and mental wellbeing of women who have been impacted by DFV using a feminist framework and a trauma informed, person centred and collaborative approach.

The DFV Counsellor may be required to undertake safety planning, crisis support, psychosocial education, advocacy and referrals as part of the counselling service delivery, when required.

The women who access counselling will be supported using a range of methods, including face to face, telephone or online and may be provided individual support 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

### Provide therapeutic counselling support to clients

- Provide specialised trauma-informed, therapeutic counselling support to women over the age of 18 who have experienced domestic and family violence.
- Offer evidence-based interventions including therapeutic counselling, psychosocial education, referrals and advocacy.
- Provide appropriate, respectful and timely responses to women to address identified needs and the risk and safety concerns, using a collaborative woman-led approach.
- Undertake risk assessments and safety planning for the ongoing safety of women and their children where required.
- Offer referrals to DVPC women's group if deemed as a suitable form of support.
- 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.

### Qualifications and Experience

- Possession of relevant tertiary qualifications in counselling.
- Thorough understanding of the feminist framework and demonstrated experience using evidence based, integrated and client-led counselling approaches.
- Thorough understanding of the gendered context of DFV, interpersonal trauma and the impacts of domestic and family violence on women.
- Demonstrated skills and experience using a culturally sensitive and intersectional approach to counselling.
- Demonstrated skills in risk assessment, safety planning and providing psychoeducation and advocacy support to women experiencing domestic violence.

### 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

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| KSC 1 | At least 2 years experience providing counselling support, conducting risk assessments and safety planning and offering crisis interventions to women experiencing domestic and family violence and complex trauma.              |
| 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 situations whilst being respectful, positive, and purposeful.  |

- KSC 4 Demonstrated high quality written communication skills, including the ability to record comprehensive counselling and case notes, prepare correspondence to clients, complete reports in a timely manner 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.