

BURDEKIN COMMUNITY ASSOCIATION INC.

Position Description

Position:	Domestic and Family Violence Practitioner
Classification:	Social, Community, Home Care and Disability Services Award 2010 – Level 4
Status:	Permanent Full-time
Hours:	76 hours per fortnight
Accountable to:	Service Manager, Housing and Community Support Service
Date:	November 2024

Organisational Environment

The Burdekin Community Association Inc. (BCA) is a not-for-profit, incorporated association and registered charity, which strives to fulfil the unmet social, welfare and health needs of the Burdekin community. A wide variety of community services are delivered by the BCA to the Burdekin Shire. Since establishment in 1975, BCA has evolved to become one of the largest community service organisations in the region.

Position Overview

This multifaceted role requires a significant level of self-motivation, enthusiasm and flexible work ethic. The successful undertaking and completion of the position's varied activities are crucial to the ability of the Association to function smoothly and achieve its aim as a provider of community services, in accordance with the BCA's Vision and Purpose. The incumbent is required to liaise with many people, both internally and externally, providing professional, effective and efficient services, whilst ensuring the administrative requirements of the association are also satisfied.

Purpose and General Responsibilities of the Position

The Domestic and Family Violence (DFV) Practitioner position is to offer support services for individuals impacted by domestic and family violence. This role involves counselling, court support and case management. The DFV Practitioner's work aims to foster resilience, ensure victim survivor safety, and promote recovery for those affected by domestic and family violence within the Burdekin community.

Primary Duties and Responsibilities

- Provide DFV assessment and counselling services to adults.
- Provide counselling to children and young people experiencing or at risk of experiencing DFV.
- Facilitate the discussion with service users to assist them to achieve their goals and promote links to networks and community inclusions.
- Support service users to access legal information, advice and referrals.
- Provision of security upgrades to the homes of people experiencing DFV to enable them to remain in their own homes where it is safe to do so, as part of an individual safety plan.
- Provide Court Support to people affected by DFV.
- Provide information about court processes including the meaning of domestic violence orders to respondents and referral to other services.
- Establish and maintain effective networks and relationships with other service providers and local agencies to promote the service and develop referral pathways.
- Adhere to the delivery of HCSS activities in accordance with the BCA Quality System and relevant Service Standards and Quality Framework.
- Liaise with internal and external service users exercising a high level of interpersonal and communication skills to enable effective and efficient coordination of service delivery.
- Assist the Service Manager with the facilitation of HCSS DFV prevention and awareness. This may occasionally be after office hours or on weekends.

- Complete HCSS databases, registers, records and service user files in a confidential and sensitive manner in accordance with the Privacy Act and BCA's policies and procedures.
- Communicate with the general public in a manner which will enhance the image of the BCA.
- Comply with the standards and conditions set out by the Work Health and Safety Act 2011 and other relevant policy and procedures, Service Standards and relevant state and federal legislations. Regularly perform quality assurance compliance checks to ensure quality standards are being met.
- Collect and maintain statistics in the appropriate registers that assist in the administration for the HCSS governance and reporting requirements.
- Assist the Service Manager and perform additional duties as required.

Position Requirements / Key Selection Criteria

1. Demonstrated experience in the Human Services Industry (Essential).
2. Minimum Certificate IV in Domestic and Family Violence, Counselling or equivalent (Desirable).
3. Demonstrated experience in counselling individuals using a range of intervention techniques and therapeutic approaches to support individuals who have experienced Domestic and/or Family Violence (Desirable).
4. Demonstrated ability to work with people from diverse cultural backgrounds with specific reference to Aboriginal and Torres Strait Islander people (Desirable).
5. Experience in child protection, foster and kinship care systems (Desirable).
6. To provide a high and consistent level of service to, and communicate openly and effectively with service users, associates, colleagues and visitors.
7. To actively participate in the promotion of a team environment. To act in a polite and courteous manner and professionally at all times. Understand and adhere to the values of the BCA and the professional service boundaries there-in.
8. To attend and actively participate in relevant training programs and meetings as required.
9. High level of organisational skills, initiative and self-motivation to perform tasks within specified time frames under limited supervision.
10. Experience in working independently and as part of a flexible multi-disciplinary team to ensure the smooth operation of support services to service users.
11. Demonstrated commitment to quality practices based on strong work ethic, empathy, fairness, flexibility and confidentiality.
12. Knowledge and understanding of contemporary human resource management issues including policies and procedures, working team relationships, workplace health and safety, conflict resolution and anti-discrimination; and demonstrated commitment to their application.
13. Demonstrated ability in general office administration, including the use of computers and office equipment, and proficiency in Windows based software programs.
14. Possession of or ability to obtain a First Aid and CPR certificate
15. Possession of or ability to obtain a Qld Blue Card, and NDIS Worker Screening Check
16. Possession of a current open C Class Drivers licence valid in Queensland
17. Possession of or access to a comprehensively insured and registered vehicle

Reporting Requirements

The Domestic and Family Violence Practitioner will maintain regular working contact with the Service Manager, Housing and Community Support Service.

Amendments to this Position Description

This Position Description may be amended on the mutual agreement of the parties (Service Manager and DFV Practitioner), to provide for any major unanticipated issues.