

Position Description Crisis Intervention Counsellor

Location:	DVConnect Office Brisbane	Status:	Permanent Part Time
Reports To:	Team Leader – Womensline	Salary:	Social Community Home Care Disability Award Level 4

Purpose of the Position

Through the Purpose, Vision and Values of DVConnect contribute to the delivery of domestic violence support services to Queensland women through provision of arranging safe accommodation, aiding in crisis, information referral, support and crisis counselling and advocacy when required. The Womensline Crisis Intervention Counsellor is responsible for making a professional assessment of the needs of callers and taking all reasonable action to meet these needs within the operating framework and principles of the organisation. This role will also be required to answer and respond to incoming calls on the Queensland Sexual Assault Line, and at times will also be required to answer and respond to incoming calls on Mensline

Our Vision, Purpose & Values

Our Vision: Our aim is for all relationships to be free from domestic, family, and sexual violence.

Our Purpose: Creating pathways for a life free from violence and fear.

Our Values: - *Integrity; Compassion; Accountability; Respect & Empowerment*

Principles of our Work

DVConnect works from an intersectional feminist framework, and we acknowledge the gendered nature of domestic, family, and sexual violence. We are committed to working collaboratively as part of the broader system, developing innovative services, and providing robust governance and organisational sustainability to deliver on our vision and purpose.

Main Accountabilities	Expectations
<p>Service Delivery Make professional assessments of the needs of all callers and taking all reasonable steps the meet the needs within the operating framework and principles of DVConnect. Typical (not exhaustive list) duties include the following and are delivered with a non-judgemental and client centred approach:-</p> <ul style="list-style-type: none"> • Risk Assessments & Safety Planning • Crisis Counselling Support • Information & Referrals • Practical support with accommodation and transport. 	<ul style="list-style-type: none"> • Assessments made are professional, culturally sensitive and completed with a non-judgemental approach • Appropriate action is taken based on assessments to maintain the safety of clients. • Accurate and relevant information is provided to clients in relation to other support services available. • Incoming phone calls are answered in a positive and professional manner • Quality, timeliness, and accuracy in presentation of work (database entries, QHIP, case notes, refuge vacancy information) • Displays willingness to assist others and provide peer support • Upholds and models the values and behaviours of DVConnect • Internal and external service/Client feedback
<p>Team Support Participates in team activities, attends staff meetings & connection days when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness.</p> <p>Demonstrate a clear understanding of and commitment to DVConnect vision, purpose, and values</p>	<ul style="list-style-type: none"> • Evidence of strong relationships and positive rapport with team members which assists in building a cohesive workplace • Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities • Professional and well-regarded team member externally and demonstrates a commitment to attending meetings/conferences/committees as directed • DVConnect vision, purpose and values consistently demonstrated in all work-related activities and in line with DVConnect Code of Conduct
<p>Workplace Health & Safety To meet Workplace Health & Safety obligations in line with DVConnect Policy & Procedures as well as relevant legislation and in supporting the well-being of staff.</p>	<ul style="list-style-type: none"> • Follow all safety instructions and use equipment provided • Contributes to minimising the risk to health and safety of all persons in the workplace • Identify and report any workplace incident/hazard or concerns to management
<p>Professional Development/Support & Continuous Improvement Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect. Further</p>	<ul style="list-style-type: none"> • Seeks new ideas and embraces/adapts to change • Evidence of continuous improvement activities in area of responsibility

demonstrates a commitment to professional supervision for both skills' development and health and well-being.	<ul style="list-style-type: none"> • Encourage others in the team to balance DVConnect purpose and values with their personal values • Actively participate in on-shift and individual supervision sessions, professional development opportunities and team processes, minimum attendance of 85%
Essential Requirements & Qualifications:	<ul style="list-style-type: none"> • Minimum 3-year tertiary qualification in Counselling, Psychology, Social Work, or related field • 2+ years' experience in the community sector or other relevant qualifications with substantial experience in the domestic and family violence sector • Positive Notice Blue Card or ability and willingness to obtain • Well-developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence • Knowledge of Queensland Domestic Violence Legislation, particularly the <i>Domestic and Family Violence Protection Act 2012</i> • Highly developed telephone counselling and risk assessment skills, preferably in domestic violence and crisis work • Right to work in Australia • Demonstrated understanding of feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women and children • Willingness to work a variety of shifts • Willingness to undertake further training and development • Up to date with COVID-19 Vaccinations • It is a genuine requirement of this position that it be filled by a woman as permitted in sections 25, 104 and 105 of the Anti-Discrimination Act, 1991
Skills & Behaviours	<ul style="list-style-type: none"> • Ability to work both independently and collaboratively as a member of a team to meet organisational objectives • Ability to communicate effectively with people from a variety of social and cultural groups, particularly Aboriginal and Torres Strait Islander families and communities • Ability to take directives and work within set timeframes • Ability to demonstrate a high level of resilience • Highly effective planning, organisational and problem-solving skills • Solid IT skills

Key Relationships/Interactions:

Relationship with:	
Team Leaders	Accountability, advice, support, feedback and reporting as required
Service Delivery Manager	Accountability, advice, support, feedback and reporting as required
Shift Leaders	Accountability, support, and feedback
Counsellor Support Workers	Support and feedback as required
Staff Members & Volunteers	Building sound working relationships with all personnel to assist in undertaking the role and providing support
External Stakeholders	Building and maintaining collaborative working relationships
Clients	Support & advice

I have read this documentation and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:-

- This Position Description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to dully meet the responsibilities of the role.
- The measures included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be assessed against these measures

DVConnect is an equal opportunity employer. All applications will be treated on their merits