



Position Description Triage Counsellor

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

Purpose of the Position

The Triage Counsellor will provide immediate response to VictimConnect callers seeking support from the service. This will be achieved by responding to inbound calls, chats and referral forms and completing initial needs, risk and safety assessments providing psychological first aid and emotional support, appropriate information and referral and warm transfers where required. At times, the role may be required to answer and respond to calls across DVConnect's other crisis line services.

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 Deliver high quality tailored response within the defined framework and meet the needs of individuals seeking support</p> <p>Provide appropriate referrals and support based on the need of the individual seeking support in alignment with routine processes and procedures</p> <p>Provide support across other DVConnect crisis lines and services as required and in line with appropriate training.</p>	<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 and chats are responded to in a positive and professional manner • Quality, timeliness and accuracy in presentation of work • 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 when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness. Demonstrate a clear understanding of and commitment to DVConnect vision, purpose, and values.</p>	<ul style="list-style-type: none"> • Evidence of strong relationships 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 including support for backfilling of shifts at times. • Attends a minimum of 85% of all staff and team meetings. • 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</p>	<ul style="list-style-type: none"> • Follows all safety instructions and uses equipment provided • Contributes to minimising the risk to health and safety of all persons in the workplace • Participation in communication meetings, professional supervision and any organised WHS training events • Identify and reports any workplace incident/hazard or concerns to management
<p>Professional Development & Continuous Improvement Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect. Further demonstrates a commitment to</p>	<ul style="list-style-type: none"> • Actively participates in on-shift and individual supervision sessions. • Attends a minimum of 85% of professional development opportunities and team meetings/activities. • Seeks new ideas and embraces/adapts to change

professional supervision for both skills' development and health and well-being.	<ul style="list-style-type: none"> Evidence of a commitment to continuous improvement activities which continues to build the service.
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Essential Requirements	<ul style="list-style-type: none"> Minimum 3-year tertiary qualification in Social Work, Counselling, Psychology, or related field 2+ years relevant experience Other relevant qualifications with substantial experience may be considered Ability to work across a 24/7 roster and a variety of shifts Right to Work in Australia Up to date with COVID-19 vaccinations Current Working with Children Check Willingness to undertake further training and development Demonstrated understanding of intersectional feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women and children
Skills & Behaviours	<ul style="list-style-type: none"> Demonstrated ability to work in a challenging and demanding work environment. Including working within agreed timeline parameters Well-developed communications skills including ability to communicate effectively with a diverse range of cultural and social groups Understanding of state-based legislation including victim of crime and child protection legislation relevant to service delivery Some understanding of the Queensland criminal justice system including the Victims of Crime Act court process Committed to support own personal and professional wellbeing Able to demonstrate a high level of resilience Demonstrated good cultural responsiveness and commitment to working with Aboriginal and Torres Strait Islander people Ability to work with people from Culturally and Linguistically Diverse backgrounds, including through use of telephone interpreting services Ability to problem solve and use professional judgement Solid IT skills to work across phone and online chat platforms Commitment to the values and purpose of DVConnect

Key Relationships/Interactions:

Relationship with:	
Service Delivery Manager	Accountability, advice, support, feedback and reporting as required
Team Leader	Accountability, advice, support, feedback and reporting as required
Specialist Counsellors	Building sound working relationships with all personnel to assist in undertaking the role and providing support
Team Members & Volunteers	Building sound working relationships with all personnel to assist in undertaking the role and providing support
Callers	Providing support, advice and referral pathways

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 where 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