

## Position Profile

### Team Leader

DVConnect is a leading provider of evidence-based, trauma-informed services for people impacted by all forms of personal violent crime, including those who use and experience violence in their relationships. Our purpose is to create pathways for a life free from violence and fear.

DVConnect provides:

- Crisis response and comprehensive safety planning for people experiencing or using violence.
- Coordination of emergency transport and accommodation for families and pets escaping violence.
- Supported access to high security shelter state-wide for women and their children.
- Crisis and therapeutic counselling.
- Referral and general information pertaining to policing and justice interventions, emergency financial assistance, forensic medical assessments, housing support and specialised case management support services.
- Psycho-education
- Community capacity building and professional training and
- Advocacy (service user/systems)

DVConnect operates principally from an intersectional feminist framework, acknowledging DFSV is prevalent, pervasive and a serious human rights violation. 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; that all lives are free from violence and abuse.

<b>Location:</b>	Brisbane CBD	<b>Status:</b>	Full time (38hrs/week) Permanent
<b>Salary:</b>	Social Community Home Care Disability Award Level 6 dependent on qualifications and relevant experience.		
	Super of 11%.  <i>Salary Packaging options available.</i>		
<b>Hours of Work:</b>	The role is supporting a 24/7/365 service, therefore flexibility for shift work, weekend support and on-call will be required.  This position is predominantly required to be onsite, with limited flexibility to work from home.		
<b>Reports To:</b>	Service Delivery Manager		
<b>Direct Reports:</b>	Senior Practitioners, Practitioners		

## Purpose of the Position

Through the Purpose, Vision and Values of DVConnect, the Team Leader (TL) primarily leads, develops and supports a team of skilled specialist practitioners in a high-volume 24/7/365 virtual services environment. Undertaking risk assessments, case recommendations; planning; workflow and task management, performance reviews, mentoring and coaching specialist practitioners.

Reporting to the Service Delivery Manager (SDM) you will be expected to collaborate with all levels of management and with a broad array of external stakeholders, in delivery of the high quality specialist services. You may also be required to represent DVC in relevant public forums and in an advisory capacity where appropriate.

You must have the ability to think laterally and apply professional judgment to situations, assist others with technical or complex problem solving in challenging clinical environments, demonstrate initiative and draw on your existing knowledge, skills, and experience to lead services in accordance with operational, contractual, and legislative obligations. For some programs this will also include the Human Services Quality Standards (HSQF) objectives where relevant.

You will be expected to model respectful, professional, and sensitive approaches in your work, adhere to the organisation's policies and procedures, and in doing so, demonstrate our organisational values of:

- Integrity • Compassion • Accountability • Respect • Empowerment

## Essential Requirements & Qualifications:

Team Leaders will require clinical experience in at least (1) one of the following areas:

- Domestic, family and intimate partner violence
- Sexual violence and abuse
- Victims of crime
- Child protection and/or residential support, or
- Specialist trauma counselling or mental health

1. Minimum 3-year tertiary qualifications in the areas of Social Work, Behavioural Studies or Psychology are essential.
  - Team Leaders for specialist counselling programs will require to be registered, with ACA, PACFA; AASW; or AHPRA.
2. 2+ years leadership experience overseeing a service delivery team. Experience in virtual service delivery or 24/7 support services will be highly regarded.
3. Demonstrated understanding of the determinants, dynamics and impacts of domestic and family violence and related issues with a strong knowledge of domestic and family violence service sector.
4. Be a resilient and courageous leader who achieves impact through a commitment to continuous quality improvement.

5. Demonstrated capacity to supervise, engage, retain and support staff in a way which values diversity, is culturally competent and prioritises psychological wellbeing.
6. Significant demonstrated ability to manage complex and competing demands.
7. Exceptional and effective interpersonal, communication, and engagement/consultation skills.
8. Commitment to social justice, DVConnect values and its' role in delivering services to people impacted by violence and abuse.

**Additional Criteria**

1. Positive Notice Blue Card and National Police Check or ability and willingness to obtain.
2. Current Drivers Licence.
3. Right to work in Australia.
4. The position may involve some out of hours work, interstate and intrastate travel.
5. Proof of your Covid-19 Vaccination status will be required for this position prior to commencement.
6. Willingness to undertake further training and development.