

Position Profile

Response & Accountability

Counsellor Support Worker

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.
- Psychoeducation
- Community capacity building and professional training and,
- Advocacy (service user/systems)

DVConnect is 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.

DVConnect is an equal opportunity employer. We acknowledge the Aboriginal and Torres Strait Islander people as the traditional custodians of the land in which we live and work and therefore, support their right of self-determination. We are committed to creating an inclusive environment where employee diversity such as gender, age, culture, disability (physical or mental health), religion, sexual orientation etc are recognised and celebrated.

Applicants are advised that the work of DVConnect will expose employees to sensitive material including distressing and offensive content. It is likely that employees will also engage with persons who have experienced violent crime and other distressing circumstances. Whilst DVConnect proactively supports well-being in the workplace, including a no-cost employee assistance program for our employees and their immediate family, personal wellbeing strategies are also important. Prospective applicants should consider this carefully before accepting a position with DVConnect.

Location:	Central Office – (Brisbane, QLD)	Status:	Permanent Part Time/ Casual
Salary:	Social Community Home Care Disability Award Level 3.1. Dependent on qualifications and relevant experience. Superannuation. Salary Packing (if desired).		
Hours of Work:	Availability and flexibility across a 24/7 roster		
Reports To:	Team Leader and Shift Leader		
Direct Reports:	NIL		

Purpose of the Position

Through the Purpose, Vision and Values of DVConnect, Counsellor Support Workers play a significant role in facilitating appropriate support to women and children impacted by domestic, family and sexual violence across Queensland. Such client related responsibilities include, but not limited to, supporting the Crisis Intervention Counsellors and Team Leaders by arranging emergency accommodation and travel, assisting with referral pathway procedures, ensuring accurate data entry, and managing the client and service telephone lines. In reflection to DVConnect's commitment to providing compassionate and individualistic support, Counsellor Support Workers are to maintain professionalism when handling inbound and outbound calls. To maintain service integrity, it is crucial for Counsellor Support Worker to ensure database and QHIP entries are of high quality and accuracy. Counsellor Support Workers are expected to engage in a timely manner with external stakeholders to build and foster positive relationships to maintain the ability to provide effective support to those in need. Additionally, meticulous attention to detail in travel and accommodation arrangements reinforces adherence to best practice procedures, ensuring high-quality service delivery.

Counsellor Support Workers are expected to work collaboratively and willingly contribute to a cohesive workplace environment. It is essential to uphold and model the values and behaviours of DVConnect to foster and maintain supportive professional relationships, positive rapport with team members and the broader organisation. Additionally, a commitment to continuous improvement is evidenced through participation in relevant meetings, conferences, and committees as directed, as well as engaging in continuous improvement activities to contribute to the organisations productive team dynamic.

Furthermore, Counsellor Support Workers are encouraged to maintain and develop personal knowledge in the area of expertise to meet the core values and behaviours of DVConnect. To support this and the health and well-being of all Counsellor Support Workers, professional supervision and additional skill's development support is allocated.

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:

1. Tertiary qualification (or working towards completion) relevant areas such as Social, Behavioural and Criminology sciences OR obtained appropriate social and community services certifications/qualifications.
2. 1.5 years+ experience in social and community service sector(s).
3. Sound knowledge about gender-based violence and underpinnings of domestic, family, and sexual violence.
4. Significant demonstrated ability to manage sensitive situations in a calm manner.
5. Quality, timeliness, and accuracy in presentation of work (database entries, QHIP).
6. Highly developed IT and phone-based skills.
7. Willingness to work a variety of shifts.
8. Exceptional and effective interpersonal, communication, conflict resolution, presentation and engagement/consultation skills using a range of contemporary engagement practices.

9. Commitment to social justice, DVConnect values and its' role in delivering services to people impacted by violence and abuse.

Additional Criteria

10. Positive Notice Blue Card, National Police Check and valid ID or willingness to obtain.
11. Right to work in Australia.
12. Willingness to undertake further training and development.
13. 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