

Location/s	North and Far North Queensland
Reporting to	Team Leader
Direct Reports	Nil
Level	Practice Stream Level 5
Date Created	May 2024

About the Role

The purpose of this role is to provide crisis intervention and early intervention when co-responding to Domestic and Family Violence (DFV) incidents with the Queensland Police Service (QPS). This will include addressing immediate client crisis and safety needs, and short-term client follow-up offering DFV risk assessment, safety planning and referral. The position actively and collaboratively works with the Queensland Police Service (QPS) to improve client safety by better engagement with clients, identifying patterns of DFV and the persons most in need of protection, and better engaging clients with the next steps to support safer relationships.

Key Responsibilities

Crisis Intervention and Early Intervention Case Management	<ul style="list-style-type: none"> • Participate in a mobilised response with QPS to DFV incidents in the community. • Provide a DFV, culturally appropriate and trauma-informed intake with clients at a DFV incident and at short-term follow-up. • Provide crisis interventions and immediate safety planning to support the immediate needs of victim-survivors and persons using violence, including ensuring the safety of children. • Using approved DFV assessment protocols such as the CRASF, conduct DFV risk assessments to identify the victim-survivor, user of violence, and person(s) most in need of protection. • Provide early intervention and brief DFV counselling, time-limited follow up and brief collaborative case management to identify, assess, and case plan with the client (victim-survivors and / or persons using violence) to meet their broader range of support needs, ensuring a holistic response to supporting safety. • Offer referrals into appropriate specialist services to assist clients to achieve family safety and other support goals. • Provide accurate and relevant information, resources, and advocacy to enable clients to make informed decisions about their own (and where relevant their family and children’s) wellbeing and safety. • Support the establishment of professional protocols with other advocacy-related domestic and family violence services, including Queensland Police Service DVLO’s, officers of the Department of Communities (Child Safety Services) and Queensland Corrective Services and employees of other government and non-government services.
Coordinated responses	<ul style="list-style-type: none"> • Participate in local Community Coordinated Response networks involving the Queensland Police Service, local magistrates, and non-government organisations. • Assist QPS in the identification of the person most in need of protection.

	<ul style="list-style-type: none"> • Provide specialist advice and assistance to QPS to enable them to exercise the discretion to charge the person using violence with a criminal offence or issue a Police Protection Notice. • Coordinate an integrated service response with government and non-government agencies to support better client safety and client outcomes. • Engage in collaborative debriefing and reflective practice with QPS to continually improve DFV incident responses. • Contribute to the High Risk Teams multi-agency response through the sharing of information and attendance where required at meetings to provide increased access to supportive services for high-risk victims and contribute to a coordinated response to high-risk cases.
Duty of Care	<ul style="list-style-type: none"> • Practice in alignment with RAQ's Code of Ethics and Duty of Care expectations, including providing a service response which mitigates or reduces harm or injury as a result of our activities. • Practice in alignment with the Service Requirements, DFV Practice Principles, Standards and Guidance and RAQ program procedures and Practice Frameworks. • Prioritise and advocate for the safety of women, children and people most in need of protection. • Attend regular Safety Meetings and provide updates on partner/former partner in relation to risk and safety.
Supervision & Professional Development	<ul style="list-style-type: none"> • Engage in regular internal supervision and professional development in accordance with RAQ policy and procedure. • Undertake regular professional development to maintain up-to-date knowledge and skills in DFV best practice.
Administrative	<ul style="list-style-type: none"> • Maintain accurate and comprehensive client records (including case notes) and reporting as per organisational requirements.
Organisational Responsibilities	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards, and practices. • Act only in a manner that advances Relationships Australia Queensland Limited's (RAQ) objectives, values, and reputation. • Undertake any other reasonable duties, consistent with skills and experience, as directed by the reporting manager.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> • Degree Qualified in a Human Services related field and/or relevant industry experience. 	<ul style="list-style-type: none"> • Membership of a relevant Professional body (or the eligibility to apply).
Experience	<ul style="list-style-type: none"> • Experience providing advocacy, information, referral and/or counselling to women or other family members affected by DFV. • Experience in direct service delivery with a service complying with the following: 	<ul style="list-style-type: none"> • Experience in delivering Men's Behavior Change programs. • Experience working in crisis intervention.

	<ul style="list-style-type: none"> - DFV Practice Principles, Standards, and guidance - Perpetrator Intervention Service Requirements. 	
<p>Knowledge</p>	<ul style="list-style-type: none"> • An understanding of the issues related to DFV and other forms of gender-based violence and the associated DFV practice principles, approaches, and standards for excellence in service delivery. • Understanding of the Domestic and Family Violence Protection Act (2012), Child Protection Act 1999, and other relevant legislation. • Demonstrated understanding of the specific safety needs of children and how to incorporate these into safety planning with the victim-survivor and / or user of violence. • Demonstrated understanding of the similarities and differences in DFV risk assessment and management when working with victim-survivors and users of violence. • Demonstrated understanding of the DFV men’s behaviour change process. • Demonstrated understanding of the context and issues involved in DFV for particular groups of people, including Aboriginal and Torres Strait Islander communities, migrants and refugees, people in same sex relationships (and the issue of homophobia), and for people with a disability. 	<ul style="list-style-type: none"> • A good knowledge of the DFV service response system and services, especially in the context of the catchment area. • A good general knowledge of the legal system (e.g., Court process and procedure involved in making an application for a Domestic Violence Protection Order.
<p>Skills</p>	<ul style="list-style-type: none"> • Skills in building and maintaining strong rapport with clients who are users of violence and/or victim-survivors of violence. • Skills in responding to victims in a respectful, sensitive, developmentally appropriate, and non-judgmental way. • Skills in recognising and responding to the impacts of trauma on a victim-survivor. • Skills in DFV risk identification, assessment management and review, including being able to recognize the victim-survivor, user 	<ul style="list-style-type: none"> • Skills in Motivational Interviewing • Skills in Case management • Skills in the identification and management of invitations to collude with abusive behaviour • Skills in balancing rapport building and promoting accountability for family safety

<p>Skills (cont.)</p>	<p>of violence, and prioritize the needs of the person(s) most in need of protection.</p> <ul style="list-style-type: none"> • Skills in crisis intervention, safety planning, and use of referrals. • General counselling skills. • Client file record keeping skills (e.g., case noting skills). • Excellent written and verbal interpersonal and communication skills across all levels, relationships, and contexts. • Demonstrated proactivity in engaging with and supporting diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, people with disabilities and people of diverse bodies, genders, and sexualities). 	
-----------------------	---	--

It should be noted that Position Descriptions are under constant review and may be changed at any time.