

Position Profile

Recovery & Healing Team – Response and Connection Practitioner

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 shelters 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 regularly 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 well-being strategies are also important. Prospective applicants should consider this carefully before accepting a position with DVConnect.

Location:	Virtual workers only - Central Office (Brisbane, QLD). In Community workers only - Logan QLD, Townsville QLD, Cairns QLD.
Status:	Full-time or part-time.
Salary:	Social Community Home Care Disability Award Level 4. Dependent on qualifications and relevant experience. Superannuation. Salary Packaging Available.
Hours of Work:	As negotiated.

Reports To:	Team Leader.
Direct Reports:	Nil.

Purpose of the Position

Through the Purpose, Vision, and Values of DVConnect, the **Response and Connection Practitioner (RNC)** role acts as the key point of contact for callers seeking specialist support, information, and guidance. As an integral member of the **Recovery & Healing Team**, Response and Connection Practitioners deliver immediate trauma-informed support in the form of answering or triaging inbound calls with compassion, providing psychological first aid and emotional support through traditional CBT interventions such as mindfulness and grounding techniques for callers presenting in acute distress, undertaking risk and needs assessments, safety planning and guiding service users through appropriate referral pathways. The safety of service users is further ensured through the Response and Connection Practitioner’s quality, timeliness, and accuracy of work (e.g., concise and accurate database entries and case notes and immediate action of inbound and outbound referral requests).

In the instance where it is required, Response and Connection Practitioners provide immediate assistance to a victim's needs following an act of violence through the coordination of emergency transport and accommodation, basic needs such as food, clothing, safety upgrades and other practical support. At times, Response and Connection Practitioners may be required to travel to approved locations such as Logan, Townsville, and Cairns to provide face-to-face crisis support for victims who have recently experienced a violent crime.

Response and Connection Practitioners 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 positive professional relationships with external stakeholders such as government departments and non-government organisations and to maintain a supportive 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 and engaging in continuous improvement activities to contribute to the organisation's productive team dynamic.

Furthermore, Response and Connection Practitioners are encouraged to maintain and develop personal knowledge in their area of expertise to meet DVConnect's core values and behaviours. Professional supervision and additional skill development support are provided to support the health and well-being of all Response and Connection Practitioners.

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

Position Requirements:

1. Diploma or tertiary qualification in any Community/Human Services related field accepted by DVConnect.
2. Minimum two (2) years of professional experience in the social and community services sector.
3. Demonstrated experience working with people who have been impacted by violence and an understanding of a trauma-informed approach is required.
4. Significant demonstrated ability to manage competing tasks within agreed timeframes, including planning, implementation, and coordination of practical support or case management.
5. Significant demonstrated experience navigating sensitive situations calmly and professionally.
6. Confident and effective interpersonal, communication and consultation skills.
7. Theoretical knowledge and practical understanding of intersectional feminist practice and other relevant practice frameworks used to respond to victims of violent crime.
8. Sound knowledge and understanding (or willingness to acquire) of the Queensland Domestic Violence Legislation and Queensland criminal justice legislation, including victim of crime and child protection.
9. Demonstrated ability to build, maintain, and enhance relationships with a wide range of stakeholders, including both sector and non-sector partners.
10. Demonstrated good cultural responsiveness and commitment to working with Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds.
11. Highly competent IT and telephone skills.
12. Commitment to social justice, DVConnect values and its' role in delivering services to people impacted by violence and abuse.

Additional Criteria

13. Paid Blue Card and satisfactory National Police Check, or willingness to obtain.
14. Valid photo ID.
*(In Community Response and Connection Practitioners **must** have an Open Driver's License and a road-worthy, insured vehicle as this position involves travel.*
15. Right to work in Australia.
16. Willingness to undertake further training and development
17. Committed to attending DVC's Central Brisbane Office for all shifts.
In instances where the position is eligible for remote or hybrid working arrangements, employees must have the following:
 - NBN internet connection (not 4G, 5G or Satellite)
 - Internet speed/connection of at least 20Mbps/10Mbps (Upload/download).
 - PC or laptop with an Operating System that is still supported (i.e. Windows 10 or newer, Mac OS 12 or newer, Chrome OS, Linux).
 - Access to Chrome, Mozilla Firefox, Apple Safari, Microsoft Edge web browser.
 - Ethernet connection to your router.