

Location/s	Far North Queensland, Spring Hill
Reporting to	Venue Manager
Direct Reports	Nil
Level	Practice Stream Level 4
Date Updated	April 2024

About the Role

To provide group work to perpetrators of domestic and family violence which promotes the safety of the client and their family, as well as providing individual counselling on an as needs basis. To develop and deliver education programs aimed at increasing community awareness about the effects of domestic and family violence.

Key Responsibilities

Group and Counselling Responsibilities	<ul style="list-style-type: none"> Assess clients for suitability in program participation and case manage each client to promote the safety of the client and their family. Facilitate groups and provide crisis intervention and on-going individual counselling to perpetrators of domestic violence, consistent with guidelines/recommendations developed by the Department of Communities, and in adherence to the Stopping Family Violence Program. Work with clients to develop and increase an acceptance of responsibility for their actions. Where appropriate, encourage perpetrators to consent to monitoring of their behaviour with their partner. Provide information and support in relation to protection orders, court processes and <i>Domestic and Family Violence Protection Act</i>, and provide information to respondents to domestic violence orders. Link perpetrators to other services as necessary and maintain close connections with all relevant services in the region. In cooperation with the local police provide a Police Assisted Referral service. Work with Indigenous mentors and co-facilitators to develop the program to be culturally inclusive of Aboriginal and Torres Strait Islander perpetrators. Work collaboratively within a male and female team in all aspects of the program.
Community Education Responsibilities	<ul style="list-style-type: none"> Develop and maintain appropriate contact with police, solicitors, court employees, other counsellors, and community agencies in the region to facilitate a community response to domestic violence. Provide regular information sessions for local police as required. Provide support to other services around the issues of men who use violence and / or abuse in their relationships. Support communities, particularly Aboriginal and Torres Strait Islander communities, in the service's region to develop responses to domestic and family violence.

	<ul style="list-style-type: none"> • Make appropriate referrals to clients, link referrals to treatment plans and provide other relevant information to clients.
Duty of Care and Legislative Requirements	<ul style="list-style-type: none"> • Maintain confidentiality and duty of care, including identification and assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors; and take appropriate steps as required by organisational policy and procedure. • Conduct client assessment and intake of client needs to make client appointments. • Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.
File and Diary Management	<ul style="list-style-type: none"> • Maintain client files, case notes and risk management documentation as per organisational policy and procedure. • Maintain the client information system to enable effective and informed client bookings.
Supervision and Professional Development	<ul style="list-style-type: none"> • Demonstrate ongoing commitment to participation in supervision and professional development as per organisational policy and procedure. • Be receptive to feedback and apply reflective practice to improve professional development.
Administration and Planning	<ul style="list-style-type: none"> • Where directed, assist with the provision of administrative and general office duties. • Contribute to operational planning as requested by the reporting manager.
Other Organisational Responsibilities	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards, and practices. • Act only in ways that advances RAQ objectives, values, and reputation. • Other duties, consistent with skills and experience, as directed by the reporting manager.

Core Competencies

Business Savvy	Applies knowledge of the business and the industry to advance the organisation's goals.
Accountability	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.
Collaborative Relationships	Builds collaborative and constructive working relationships, working as a team to achieve goals.
Diversity & Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences and commits to challenging attendant social inequities.
Innovation & Continuous Improvement	Applies knowledge, experience, and ideas to develop new and better ways of working, adapts to change and maintains resilience.
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> • Possession of appropriate undergraduate tertiary qualifications in the social or behavioural sciences. 	
Experience	<ul style="list-style-type: none"> • Demonstrated experience in working with clients in a crisis situation with knowledge of and ability to apply current theory and best practice relating to domestic and family violence. • Previous experience in group facilitation and sound understanding of adult learning principles and demonstrated capacity to facilitate and deliver community education, information, and awareness programs. • Demonstrated experience in working with local networks and agencies using principals of community development. • Capacity to engage constructively and respectfully with individuals of diverse cultural and socioeconomic backgrounds, abilities, and genders, to achieve mutually beneficial outcomes and promote the principles of social justice, effective consultation, and equitable access to services – particularly for those identified as vulnerable or at risk. 	<ul style="list-style-type: none"> • Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders, and sexualities).
Knowledge	<ul style="list-style-type: none"> • Knowledge of relevant legislation and regulations, specifically <i>Domestic and Family Violence Act</i>, and an understanding of the <i>Family Law Act</i>. 	
Skills	<ul style="list-style-type: none"> • Excellent communication skills both written and verbal. • Excellent time management. • Competent in computer use (Microsoft Office, email, web-based programs) and can learn new programs and applications. 	

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