

Position Profile

Response & Accountability Team – Crisis Intervention Counsellor

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. Likely, 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 families, personal well-being strategies are also important. Prospective applicants should consider this carefully before accepting a position with DVConnect.

Location:	Central Office (Brisbane, QLD)	Status:	Part-Time/Casual
Salary:	Social Community Home Care Disability Award Level 4 (pay point dependent on qualifications and relevant experience). Superannuation. Salary Packing available.		
Hours of Work:	Availability and flexibility across a 24/7 roster		
Reports To:	Team Leader		
Direct Reports:	Nil		

Purpose of the Position

Through the Purpose, Vision, and Values of DVConnect, the **Crisis Intervention Counsellor (CIC)** role is the primary point of contact for callers seeking crisis support, information, and guidance. Crisis Intervention Counsellors are integral members of the **Response and Accountability Team** as they contribute to the delivery of domestic and family violence support to Queensland women through the provision of professional assessments and immediate actions to meet the needs of service users within the operating framework and principles of DVConnect.

Crisis Intervention Counsellors deliver immediate trauma-informed support in the form of answering crisis calls with compassion and a strong understanding of intersectionality and vulnerabilities. They provide psychological first aid to callers presenting in distress, undertaking professional, culturally sensitive, and non-judgemental risk and needs assessments, safety planning, offering practical assistance such as emergency accommodation and transportation, creating appropriate referral pathways, and delivering comprehensive support. The safety of service users is further ensured through the Crisis Intervention Counsellor'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).

Crisis Intervention Counsellors 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 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, as well as engaging in continuous improvement activities to contribute to the organisation's productive team dynamic.

Furthermore, Crisis Intervention Counsellors 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 Crisis Intervention Counsellors, professional supervision and additional skill development support is provided.

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:

***** 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. *****

1. Completed tertiary qualification in Behavioural Science, Social Work, Human Services, or other relevant fields acceptable by DVConnect.
2. Minimum two (2) years of professional experience in the social and community services sector.

3. Highly developed professional, culturally sensitive and non-judgement assessment skills (e.g., safety planning, risk assessments and referral pathways) to maintain information accuracy and client safety (e.g., database entries).
4. Proven knowledge and understanding of intersectional feminist practice and other relevant practice frameworks used to respond to the gendered nature of violence against women and children.
5. Sound knowledge (or willingness to acquire) about *Queensland Domestic Violence Legislation*, particularly the *Domestic and Family Violence Protection Act 2012*.
6. Demonstrate knowledge and analysis of the effects, causes and dynamics of domestic and family violence.
7. Exceptional and effective interpersonal, conflict resolution and consultation skills – *crisis intervention experience highly regarded*.
8. Demonstrated ability to build, maintain, and enhance relationships with a wide range of stakeholders, including both sector and non-sector partners.
9. Confident IT and telephone communication skills with a proven ability to multitask and prioritise effectively.
10. High level of empathy and cultural awareness when engaging with diverse groups; including working towards supportive and culturally safe spaces for Aboriginal and Torres Strait Islander peoples.
11. Commitment to social justice, DVConnect values and its' role in delivering services to people impacted by violence and abuse.

Additional Criteria

12. Positive Notice Blue Card and National Police Check, or willingness to obtain prior to commencing employment.
13. Valid photo ID.
14. Right to work in Australia.
15. Availability and/or flexibility across 24/7 roster.
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 may become eligible for remote or hybrid working arrangements, employees must have:
 - *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.*