

Location/s	Greater Townsville Region
Reporting to	Team Leader
Direct Reports	Nil
Level	Practice Stream Level 4
Date Updated	April 2024

About the Role

The purpose of the role is to provide First Nations people in the broader Townsville community, affected by family violence, with culturally informed interventions that support healthy relationship patterns, changed violent and abusive behavior patterns, and ensure safety. These interventions may include individual case management support, referral, and group work. The role may also include the delivery of community development strategies aimed at increasing awareness about what Family Violence (FV) is and its impact on people, relationships, and culture. The role will deliver a strong understanding of intergenerational trauma relevant to Aboriginal and Torres Strait Islander peoples.

The aim of the Family Safety and Wellbeing Service is to increase safety and wellbeing for women, children, and men within the Aboriginal and Torres Strait Islander community. The service will assist people who experience domestic and family violence, including children and extended family, as well as people who use violence in their relationships and families.

Key Responsibilities

Client Support	<ul style="list-style-type: none"> • Provide individuals affected by domestic and family violence with clinical and cultural responses that support their healing, seek to understand their experiences within the broader context of their lives, and ensure their safety. This may include individual case management support, referral, group work. • Provide brief therapeutic intervention to individuals affected by DFV by employing contemporary theoretical and evidence-based clinical approaches that are culturally aligned. • Facilitate cultural healing to contribute to improved safety and reduced use of violence. • Facilitate cultural healing to contribute to improved safety and empowerment for people who experience family violence, including children. This may include children and adolescents who are impacted by DFV and who may then be displaying violent and abusive behaviours and/or complex adolescent childhood behaviours. • Conduct thorough screening and assessment of domestic and/or family violence, to identify all forms of family violence, safety risks and vulnerabilities, risk and protective factors, and their impact or potential future impact on family members, including children. • Lead the development and understanding of mapping patterns of behaviour for people using violent and/or abusive behaviour, in order to inform assessment and management.
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<p>Client Support cont'd</p>	<ul style="list-style-type: none"> • Respond to identified safety risks by incorporating a culturally informed approach to engagement with the client and collaborative decision making with the client around safety planning. • Use a therapeutic case management approach. • Participate in home and community visits with participants in the program and other agencies. • Provide individuals affected by domestic and family violence with information regarding referrals to specialist domestic and family violence services.
<p>Program Guidance and Stakeholder Engagement</p>	<ul style="list-style-type: none"> • Provide guidance to RAQ and funding bodies in relation to the program, group work and individual centred approaches to reducing the occurrence of domestic and family violence within the Aboriginal and Torres Strait Islander community. • Maintain strong relationships with key stakeholders most particularly within the Aboriginal and Torres Strait Islander community to ensure ongoing community consultation, including with community groups and organisations in the development of tailored responses to DFV in the community. • Support warm referrals and navigation of the DFV service system. • Participate in active networking with DFV agencies to support current information of the DFV service system.
<p>Duty of Care and Legislative Requirements</p>	<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 procedures. • Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.
<p>File and Diary Management</p>	<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.
<p>Supervision and Professional Development</p>	<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.
<p>Administration and Planning</p>	<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.
<p>Other Organisational Responsibilities</p>	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards, and practices. • Act only in ways that advance RAQ objectives, values, and reputation. • Other duties, consistent with skills and experience, as directed by the reporting manager.

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 a commitment 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"> Relevant qualifications in Behavioural Science, Social Work, Psychology or Counselling. 	<ul style="list-style-type: none"> Aboriginal and/or Torres Strait Islander peoples are strongly encouraged to apply.
Experience	<ul style="list-style-type: none"> Demonstrated ability to understand needs of families who are experiencing domestic and family violence. Demonstrated experience in risk assessment and implementation of safety strategies and planning. Extensive experience in working with Aboriginal and/or Torres Strait Islander communities. 	<ul style="list-style-type: none"> DFV specialist service experience and/or training. Program development experience.
Knowledge	<ul style="list-style-type: none"> Theoretical knowledge in working therapeutically with people who are experiencing or have experienced domestic and family violence; people who use forms of violence/abuse in their relationships; and, those impacted by domestic and family violence, including children. Understanding of trauma-informed practice, family, and ecological systems. Understanding of the intersectionality of DFV, specifically the impact of intergenerational trauma, lateral violence, and institutional betrayal. 	<ul style="list-style-type: none"> Intimate knowledge of inter-generational trauma; including working with families affected by the Stolen and Forgotten generations. An understanding of the needs of families from First Nations peoples experiencing domestic and family violence.

<p>Knowledge cont'd</p>	<ul style="list-style-type: none"> • An understanding that workers, based on their gender, may work in the areas of men's business and/or women's business in accordance with cultural expectations. • Understanding of the <i>Domestic and Family Violence Protection Act (2012)</i>, other relevant legislation and confidentiality requirements. 	
<p>Skills</p>	<ul style="list-style-type: none"> • Ability to conduct thorough domestic and/or family violence assessment with all members of a family. • Ability to relate to a wide variety of people from diverse backgrounds, including cross-cultural communication. • Excellent communication skills both written and verbal. • Excellent time management. • Competent in computer use (Microsoft Office, email, web-based programs) and ability to learn new programs and applications. 	

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