



Domestic and Family Violence Specialist Advocate

Brisbane Domestic Violence Service



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to inappropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

DFV Specialist Advocate

Team

Safer Triage and Response

Reports to

Team Leader

Line Manages

N/A

Employment Status

Ongoing

Hours of Work (per week)

38

Classification/Award

Level 4, SCHADS 2010

Talkin

Team Leader

Based at

West End

Backup when absent?

Safer Triage and Response Team

Brisbane Domestic Violence Service (BDVS)

BDVS is the specialist domestic violence service for the Brisbane metropolitan region. BDVS is funded by the Department of Families, Seniors, Disability Services and Child Safety to provide free and confidential services to adults and children who have been impacted by domestic and family violence. BDVS has a focus on achieving safety and stability for the individuals and families that we support.

Working from contemporary evidence based best practice models, BDVS provides an array of services including crisis and case management, outreach, groups, safety planning, court support, information and referral, programs for men who perpetrate DFV, and psycho-social education on the dynamics of domestic and family violence.

BDVS is committed to ensuring the service is accessible and inclusive by providing outreach and mobile services that meet people in locations which are safe and suitable to their circumstances, whether that be at home or in the community.

In leading the Brisbane Region High Risk Team and promoting cross-agency partnerships and collaborations at a local level, BDVS works within an integrated response framework across all programs and activities. An integrated service response aims to facilitate and coordinate appropriate and consistent responses to women and children affected by domestic and family violence and provide consistent responses to perpetrators that support victim safety, including appropriate responses for victims in high-risk situations.

BDVS is committed to recognising diverse relationships, family structures, and unique circumstances of each person's experience in the context of culture, socio-economic status, health and disability status, and sexual orientation.

Position Description

As a Domestic and Family Violence Specialist you will...

Play a key role in BDVS's First Response team, providing immediate support to women and others affected by domestic and family violence. Undertake comprehensive risk assessments and manage intakes for incoming referrals from individuals and partner services.

Interactions and Relationships

External

- Stakeholders
- Emergency Services
- Community Services
- Participants

Internal

- Organisational Services
- Other Micah Teams

Partnerships

- Government and Non-Government services working within an integrated response to DFV throughout the Brisbane Region

Key Responsibilities

Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Receive and triage referrals from stakeholders including QLD Police Service, Housing, Child Safety, Corrections, and other stakeholders for women and children experiencing domestic and family violence.
- Provide timely responses via telephone, in-person, and outreach to reduce barriers to access.
- Conduct comprehensive intake assessments and complex risk assessments, including determining immediacy of risk, identifying immediate needs, and implementing crisis safety plans within tight timeframes.
- Assess situations and make appropriate internal and external referrals for follow-up support and services.
- Participate in case coordination and multidisciplinary responses as required.
- Provide information on Domestic Violence Protection Orders and link clients to other legal options, housing assistance, parenting and family supports, emergency accommodation, and other identified services.
- Deliver culturally sensitive services, connecting participants to culturally specific programs where appropriate.

- Empower clients to build independence and access community resources, opportunities, and services.
- Represent BDVS at Holland Park and Richlands Magistrates Courts, including managing safe rooms, providing advocacy, and supporting victim survivors with information and referrals.
- Provide systemic advocacy to enhance victim/survivor safety and promote perpetrator accountability in collaboration with government and non-government agencies.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Data Management

- Complete administration and data collection for reporting and updating the participant management systems.
- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Collaborative practice

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Work effectively in a fast-paced environment, prioritising competing demands and supporting clients in crisis.

Criteria and Conditions

Criminal History Screening

- ☒ National Police Certificate
☐ Yellow Card

☒ Blue Card

☐ **APHRA Registration**

Driver's License☒ Essential ☐ Desirable**Travel**

Brisbane Region

Assets Provided☒ Work Computer ☐ Work Phone ☒ Pool Vehicle**Essential**

- Crisis Intervention & Risk Assessment: Extensive experience supporting individuals in crisis, with the ability to identify vulnerabilities, conduct comprehensive risk assessments, and develop tailored safety and needs plans.
- Specialist Domestic & Family Violence Knowledge: In-depth understanding of current theory, practice, and gendered analysis of domestic and family violence, applying a trauma-informed approach to support, advocacy, and intervention.
- Legislation & Case Coordination: Proven ability to work collaboratively with government and non-government agencies within a case coordination model.
- Knowledge of, or capacity to quickly acquire, relevant legislation including the Domestic and Family Violence Protection Act 2012 (Section 5A Information Sharing), Child Protection Act 1999, and the Family Law Act.
- Cultural Competence: Demonstrated culturally sensitive practice when engaging with Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds.
- Commitment to cultural diversity, equity, and inclusion in all aspects of service delivery.
- Integrated and Cross-Disciplinary Responses: Knowledge of, or ability to learn, cross-disciplinary approaches to responding to domestic and family violence.
- Safeguarding & Ethical Practice: Commitment to child and vulnerable adult safeguarding principles and ethical service delivery.
- Technology & Data Management: Proficient in the use of IT systems, including case management and data collection tools, Microsoft Office applications, and maintaining accurate client records.
- Professional Values & Teamwork: Positive, flexible, and proactive approach with the ability to work autonomously within program guidelines and collaboratively within a team.
- Commitment to the values and principles of Micah Projects, and to safe and healthy workplace practices in line with Work Health and Safety (WHS) requirements
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.

- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ **Date** _____

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