



# 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 in appropriate 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 Justice and Attorney General 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 operates 24 hours a day, 7 days a week from various locations across Brisbane. 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 for 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...

The Safer Triage and Support (STAR) team is the first response to women and people impacted by domestic and family violence. In this role you will respond to daily referrals, including but not limited to incoming phone calls, processing and responding to referrals from external stakeholders, undertaking risk assessments, safety planning and providing brief intervention.

### 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

- Respond to and triage referrals from a range of sources including QLD Police Service, Housing, Child Safety, Corrections and other stakeholders for women and children experiencing domestic violence.
- Undertaking comprehensive intake assessments via telephone and in-person responses would be expected. This may include outreach responses to minimize barriers to service access.
- Within tight timeframes, conduct risk assessments, safety planning assessment of immediate needs in line with the QLD DFV Common Risk & Safety Framework.
  - Assess and refer for other internal support and services within the Brisbane Domestic Violence Service for follow-up as identified.
  - Participate in case coordination as required.
  - Work with women seeking information about Domestic Violence Protection Orders and resources to access other legal options.

- Assess the current situation and make appropriate referrals for other required support and services.
  - Ability to work in a fast-paced environment with people presenting in crisis and responding to competing priorities.
  - Provide services that adhere to principles of cultural sensitivity and assist with connection to culturally specific programs where appropriate.
  - Provide systemic advocacy to enhance the safety of victim/survivors and encourage accountability for person using violence in collaboration with both government and non-government agencies.
- Opportunity to represent BDVS at the Holland Park and Richlands Magistrate Courts. Coordinating and managing the safe room, providing support & information for victim-survivors via advocacy and referrals.
    - Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using organisational systems.
    - Empower participants and foster their independence and access to appropriate resources, opportunities, and services within the community.
    - Establish and maintain positive relationships with government and non-government services.
    - Provide services that adhere to principles of cultural sensitivity and assist with connection to culturally specific programs where appropriate.
    - Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
    - Commitment to child and vulnerable adult safeguarding.
    - Perform other duties as assigned by leadership.
    - Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

## Criteria and Conditions

### Criminal History Screening

- National Police Certificate     Blue Card  
 Yellow Card     APHRA Registration

### Driver's License

- Essential     Desirable

### Travel

Brisbane Region

### Assets Provided

- Work Computer     Work Phone     Pool Vehicle

## Essential

- Demonstrated experience in working with people who may be experiencing a crisis, and the ability to identify vulnerabilities and conduct risk assessments and develop plans around safety and needs.
- Demonstrated knowledge of and application of current theory and practice relating to domestic and family violence and a gendered analysis of this issue, including using a trauma informed approach to support and advocacy.
- Demonstrated ability to work with both government and non-government agencies in a case coordination model. Knowledge of or ability to rapidly acquire technical understanding of relevant legislation and regulations specifically; The Domestic and Family Violence Protection Act 2012 Section 5A Information Sharing, the Child Protection Act 1999 and an understanding of the Family Law Act.
- Demonstrated knowledge of culturally sensitive practice when working with Aboriginal and Torres Strait Islander peoples, and people from a culturally and linguistically diverse background.
- Knowledge of or ability to learn cross-disciplinary responses to domestic and family violence.
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

## 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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