

Team Leader

Safer Triage and Response, 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

Team Leader, Safer Triage & Response

Team

Brisbane Domestic Violence Service

Reports to

DFV Cluster Lead

Line Manages

Safer Triage and Response Team

Classification/Award

SCHADS Level 7

Talkin

DFV Cluster Lead

Based at

West End

Backup when absent?

Leadership Team

Brisbane Domestic Violence Service

Brisbane Domestic Violence Service (BDVS) is a specialist domestic violence service for the Brisbane metropolitan region, that sits within Micah Projects Domestic and Family Violence Services Cluster. The primary role of BDVS is to provide free and confidential services to women and children, partners in an intimate relationship and family members who are affected by domestic or family violence.

BDVS provides a range of services by a multidisciplinary team, in different locations across Brisbane. These include 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. BDVS is funded by the Queensland Government, Department of Families, Seniors, Disability Services and Child Safety to lead the facilitation of collaboration between agencies and systems, which assist in the protection and safety of women, children and any person experiencing domestic and family violence. BDVS recognises that in order to meet this objective, there needs to be a proactive and integrated approach to supporting all agencies to fulfil their role and responsibility and to ensure the safety in intimate relationships, homes and in our community.

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 Team Leader, you will...

Lead the Safer Triage and Response team providing leadership and consistency in the management of intake into BDVS services, via phone, web, in person and email assisting the team in their initial triage of women and children into BDVS & provide daily oversight of prioritization; and foster a continuous improvement approach, based on best practice. This includes the aggrieved court support teams at Richlands and Holland Park Courts.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Department of Housing
- Child Safety
- Qld Health
- Queensland Corrective Services
- DFV Specialist Services (DVConnect, DVAC, CADA, Women & Co)
- Community Housing Provides
- Primary Health Providers

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Women, Children & Families
- Supportive Housing
- Street to Home
- Lotus Services

Key Responsibilities

Leadership and Management

- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter
- Create an effective and supportive team environment ensuring a shared understanding of the vision, mission, values, and principles.
- Support wellbeing and resilience of the team whilst managing workloads and problem solving to maintain services to vulnerable people.
- Ensure effective communication and teamwork occurs within a multidisciplinary team environment and efficient management of sensitive information and compliance with the privacy act.
- Ensure management processes are implemented and maintained such as workload management in a high demand environment, positive and respectful relationships, and commitment to proactive engagement with participants.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Leadership to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Service Delivery

- Provide strategic operational leadership in the planning, development, delivery, monitoring and review of services provided in the STAR Team, including the monitoring and reporting of risk within an agreed framework and the development and implementation of processes and work instructions.
- Provide direct & daily operational oversight of cases triaged, and allocation processes to ensure consistent, efficient, high-quality practice.
- Lead, supervise, mentor, and foster the development and capability of individual staff including:
 - Undertake appropriate recruitment processes and onboarding where needed.
 - Undertake performance development and planned supervision to improve individual, team, and organisational performance in line with Micah's policies and procedures.
- Ensure accurate records are kept for all staff, students & volunteers and that staff participate in orientation and exit procedures.
- Plan, monitor and document the training needs of individuals and teams and work collaboratively across the team to address service development needs.
- Management of incoming supported referrals, self-referrals, incoming calls and people presenting in person.
- Management of the allocation of work and individual workloads across the STAR Team.
- Management of risk across the team, and appropriate escalation and reporting to Cluster Lead, CEO, and Board.
- Provide direction to staff across other teams when required, aligning with their roles and responsibilities and service requirements.

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.
- 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.

Essential Attendance

- Organisational Coordination Team meetings (if required), Leadership Forums, Service Area Cluster meetings, Board/Finance, Audit and Risk Management (FARM), etc. when/if required, shared responsibility for networking events and community engagement and education requests.

Flexible Hours

- Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.
- Working outside of standard hours will be by negotiation for management of after-hours and for stakeholder engagement.

Holiday Periods

- Micah Projects is a 365 day a year organisation, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.

Criteria and Conditions

Criminal History Screening

- ☐ National Police Certificate ☒ Blue Card
☐ Yellow Card ☐ APHRA Registration

Driver's License

- ☒ Essential ☐ Desirable

Travel

- ☒ Essential ☐ Desirable

Assets Provided

- ☒ Work Computer ☒ Work Phone
☐ Pool Vehicle ☒ Packaged Vehicle

Essential

- Experience of working in related Domestic, Family or Sexual Violence sector or field; or tertiary qualification in relevant discipline psychology, community services, social work, criminology, human services, or related field.
- Demonstrated knowledge and understanding of the strategic framework and legislation underpinning work in the domestic violence sector, including the Domestic and Family Violence Act 2012.
- Demonstrated understanding of a gendered analysis of domestic and family violence and links with gender equality, and Trauma Informed Practice for women, children, families, and workforce.
- Previous experience and knowledge around an integrated approach to domestic and family violence.
- Demonstrated knowledge and experience working within a shared leadership and management framework whilst leading a supportive and effective team to deliver quality outcomes and services.
- Demonstrated high level communication, written and verbal skills, to foster collaboration, teamwork and confidence in the quality and impact of the service.
- Demonstrated understanding of trauma informed practice for women, children and families, and workforce, and best practice approaches to developing a collaborative, high performing team with a continuous improvement framework.

- Demonstrated understanding of operational systems for compliance, risk, people management, information technology and financial monitoring.
- 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 needs.

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** _____