

Safer Lives Mobile Service



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.

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*.

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.

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.

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.

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

Specialist Domestic Violence and Housing Advocate

Team

Safer Lives Mobile Service

Reports to

Team Leader, Safer Lives Mobile Support and Brisbane Housing Connectors

Line Manages

N/A

Employment Status

Permanent Part Time

Hours of Work (per week)

30.4

Classification/Award

Level 3, SCHADS 2010

Talkin

Coordinator, Safer Lives Mobile Support

Based at

West End

Backup when absent?

Safer Lives Mobile Support Team

Brisbane Domestic Violence Team – Safer Lives Mobile Services

Brisbane Domestic Violence Service (BDVS) is the regional specialist domestic violence service for the Brisbane region. Brisbane Domestic Violence Service is funded by the Department of Child Safety Youth and Women 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.

Safer Lives Mobile Service (SLMS) is funded to support women and children and or other identified victims of domestic and family violence who are homeless or at risk of homelessness due to domestic and family violence. Safer Lives Mobile Service triage with women their immediate and longer-term housing needs.

The Safer Lives Mobile Team works in partnership with Brisbane Domestic Violence Service and Micah Projects Housing and Homelessness Teams.

Micah Projects is committed to recognizing 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 Specialist Domestic Violence and Housing Advocate you will...

work as part of the team to provide mobile support to women and children, or other victims who are in housing crisis due to domestic and family violence to access safe affordable and appropriate emergency and long-term housing options.

Interactions and Relationships

External

- Department of Housing
- Qld Police Service
- Qld Health Community Services
- DV Connect
- Participants

Internal

- Organisational Services
- BDVS
- Families to Home Team
- Housing and Homelessness Hub

Partnerships

- Government and Non-Government services working with women and children who are experiencing homelessness or housing stress due to domestic and family violence.

Key Responsibilities

- Support victims of domestic and family violence using a trauma informed approach to access appropriate crisis accommodation and or longer-term housing options.
- Respond to referrals from DV Connect, Qld Police Service (QPS), and Qld Health Social Workers to support women and children who are experiencing domestic and family violence in their home, motels, or other accommodation settings.
- Provide outreach support and safety planning to women and children in motels who have left domestic violence relationship.
- Respond to QPS and Qld Health (24/7) to assist women with access emergency/crisis motel immediately.
- Provide outreach case management to women in motels who do not go to refuge to facilitate a housing pathway that is safe and affordable.
- Provide emotional support, safety planning, flexible financial assistance, and individual advocacy in navigating services systems for the duration of the support period with women and children or other identified victims of domestic and family violence.
- 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.
- Inform and navigate with participants access to appropriate resources, opportunities, and services within the community for both a crisis response and to maintain stability in their lives.
- Establish and maintain positive relationships with government and non-government services in undertaking advocacy with participants.
- Provide services that adhere to principles of cultural sensitivity and assist with connection to culturally specific programs where appropriate.
- Access interpreters when required to ensure an adequate understanding of the needs of women who cannot speak English or for whom English is a second language.
- Ability to work in a crisis environment and respond to multiple demands with a problem-solving approach.
- Be 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 Supervisors.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

Key Challenges

Key Challenges of the role includes....

- While performing the duties of the role, you may be working with people with varying degrees of trauma and/or under the influence of substances which may result in signs and symptoms of frustration, distress, and elevated behaviour responses.
- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Ability to navigate shiftwork.
- Managing a workload with deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.
- Biological Hazards – contact with body fluids, bacteria, infectious diseases.

Criteria and Conditions

Criminal History Screening

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

Driver's License

- ☒ Essential ☐ Desirable

Travel

Click or tap here to enter text.

Assets Provided

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

Essential

- Relevant experience and/or appropriate qualification including certificate, diploma, and tertiary qualification according to level of responsibility.
- Knowledge of or ability to acquire relevant knowledge of legislation and regulations, such as The Domestic and Family Violence Protection Act 2012 and The Child Protection Act 1999.
- Demonstrated experience in working with people in a human service setting.
- Demonstrated knowledge and experience in collaborative teamwork, service navigation, and local community supports.
- Knowledge of or ability to learn cross-disciplinary responses to domestic and family violence housing and homelessness.
- Ability to work across a variety of shifts within a roster including after-hours, weekends, and public holidays.
- 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** _____

Document History

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