



# Program Support Officer, Safer & Accountable Men

## 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

<b>Position Title</b>	<b>Team</b>
Program Support Officer	Brisbane Domestic Violence Service
<b>Reports to</b>	<b>Line Manages</b>
Team Leader	N/A
<b>Classification/Award</b>	<b>Talkin</b>
Level 3, SCHADS 2010	Team Leader
<b>Based at</b>	<b>Backup when absent?</b>
Zillmere	Brisbane Domestic Violence Service Team
<b>Brisbane Domestic Violence Service (BDVS)</b>	
BDVS is the specialist domestic violence service for the Brisbane metropolitan region. BDVS is funded by the Department of Families, Seniors, Disability Service & 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 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 to their circumstances, whether that be at home or in the community.	
The Safer and Accountable Men (SAM) Program is a 16-week, open-ended mandated program, based on the Duluth Framework. It is offered to male offenders under the supervision of statutory authorities who have perpetrated violence against their intimate partners. The SAM program is a voluntarily participated program for participants identified by DJAG Court Link Program (Court Link Program), and Queensland Police Service Brisbane Northside and Southside vulnerable persons unit (VPU), as men using violence. It supports men to access information, advise and education around domestic and family violence and equal relationships using Duluth's 'Equality Wheel'. Men's court work provides information and referral to men, including their responsibilities as a respondent on a Domestic Violence Order and legal ramifications in breaching domestic and family violence orders or continuing to use violence within their relationships. The Men's Program has a core belief that victims of domestic violence have a right to safety, and that perpetrators of violence must be held to account for their behavior and provided the opportunity for change.	
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 Program Support Officer, you will...** work as part of the Safer and Accountable Men Program team to manage inward correspondence and manage the recording of initial participant referrals, ongoing program participation into administrative systems across the team.

## Interactions and Relationships

### External

- Stakeholders
- Emergency Services
- Community Services
- Participants

### Internal

- Organisational Services
- Other Micah Projects

Teams

### Partnerships

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

## Key Responsibilities

- Provide administrative support including registration, processing of internal and external inwards/outwards correspondence and referrals.
- Enrol participants into the Data and Case Management System, create files to aid in the intake of participants into services and programs.
- Support the administrative requirements of the SAM program Evaluation with Griffith University, including sharing of data, coordinating participant engagement.
- Establish and maintain positive relationships with government and non-government services.
- Attend and actively participate in meetings, supervision, and training as required.
- 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 Supervisors.
- 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

Essential    Desirable

### Assets Provided

Work Computer    Work Phone    Pool Vehicle

## Essential

- Effective time management skills including the ability to prioritise completing tasks/activities.
- High level interpersonal and intrapersonal skills, including the ability to establish rapport with a diverse range of people.
- 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.
- 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** \_\_\_\_\_