

Women's and Children's Specialist Domestic Violence Worker



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We work on Ngunnawal land

Background & Position Description

Mission Statement

As a feminist organisation, we recognise that violence against women and children is prevalent and that injustices, such as sexism, racism, socioeconomic inequality, homophobia and discrimination against disadvantaged groups contribute to family crisis. To redress this, Beryl Women Inc. (Beryl) provides a professional, accountable, trauma-informed specialist DV service, which is based in principles of feminism, social justice and reconciliation; and which recognises and fosters cultural diversity. Beryl has an ongoing commitment to supporting Aboriginal and Torres Strait Islander women and children, and women and children from culturally and linguistically diverse backgrounds.

Feminist Principles

Beryl is committed to promote, protect and validate feminist principles, beliefs and practices in the delivery of service. As a feminist organisation Beryl commits to the following:

- **Rights:** Domestic/family violence is a fundamental violation of human rights and unacceptable in any form;
- **Safety:** The safety of women and children who have or are experiencing domestic/family violence is of paramount consideration in any response;
- **Empowerment:** Beryl works with women and children to build on their strengths, to enhance their capacity to make informed decisions and to exercise their rights to self-determination without coercion and free from judgement;
- **Diversity:** Domestic/family violence is experienced by women and children regardless of class, ethnicity, religion, age, abilities or sexual preference. The experiences of women and children who live with domestic/family violence are varied, distinct and unique;
- **Access and equity:** Beryl's responses to women and children experiencing violence provide accessible support in a fair and equitable manner;
- **Collaborative Practice:** Beryl is committed to improving our service through improving our services through greater coordination and integration, and is committed to supporting feminist organisations to foster women's leadership;
- **Responsibility:** Responsibility for violence rests with the perpetrator of the violence, and the eradication and prevention of domestic/family violence is the responsibility of the community as a whole;
- **Accountability:** Perpetrators should be held accountable for their use of violence and challenged to take responsibility for their actions;
- **Power:** Responses to domestic/family violence must recognise and address the power imbalance and gender inequality between those using violence (predominantly men) and those experiencing violence (predominantly women and children);
- **Justice:** Physical, sexual and emotional violence within the family is a crime that warrants a strong and effective justice system response;

- **Advocacy:** Beryl advocates for the rights and interests of women and children affected by domestic/family violence on an individual and on a broader social level, and advocates for openness, transparency, equality and accountability in feminist-led institutions and organisations;
- **Responsible Management:** Responsible leadership and management of Beryl, whether in a paid or unpaid capacity, must strive to uphold critical feminist values and principles always. This includes openness, transparency, equality, integrity and accountability.

Role of the Women's and Children's Specialist Domestic Violence Worker

The role of the Women's and Children's Specialist Domestic Violence Worker (the worker) is to provide timely and effective secure, supported crisis accommodation and trauma informed case management to clients. She will have a commitment to inclusive feminist social justice principles and will use her knowledge and skills to contribute to the crisis response for women escaping domestic violence, and to their children as unique clients. Through collaborative practice with other organisations, she will also contribute to prevention and early intervention responses.

The worker will be responsible for providing flexible, responsive direct client service provision promoting client safety, well-being and self-determination. Support work will be performed in a holistic, trauma informed and family centered way by applying the practice of strengths-based case management principles. She will be expected to work across the following levels:

- Individual client level; attending to the needs of the client (Women and Children)
- Organisational level; advocating with external organisations
- Societal level; advocating for change at a government and policy level
- Personal level; ensuring that their practice is ethical, attending to factors of discrimination and not reproducing inequitable gender norms

Team Practice

The worker will be required to work as a cohesive team member, practicing excellent communication, transparency and integrity. She will also be required to work on her own, thereby exercising a fair degree of autonomy in using initiative, judgement and clear communication in areas of decision making that are not clearly defined.

She is required to participate in weekly team meetings & annual peer performance appraisals based on the duties of the position. She will also participate in ongoing professional supervision as part of her ongoing professional development and accountability.

She is expected to be familiar with the organisation's policies and procedures, including relevant legal responsibilities such as duty of care, confidentiality and privacy, record keeping and child protection. The worker is expected to be familiar with, and adhere to, the organisation's professional code of conduct & is required to follow the conflict resolution policy in addressing any workplace conflict or grievance.

Reporting and organisational development

The worker is required to contribute to the development of policy and procedure, strategic plans and risk management plans which facilitate the provision of quality service delivery & service management. She will provide written activity reports for the manager when required for 6 monthly and annual reporting requirements. She may also be required to fulfil the role of staff representative to the board, reporting to them at meetings on operational matters and bringing up any concerns the team have.

In conjunction with the service manager, fellow workers and board members, the worker is responsible for ensuring the efficient and effective management of the organisation in line with funding agreements and the organisation's strategic plan. She will be working with the team to fulfil the mission, purpose, policies, feminist principles and social justice values stated in the plan.

The worker may also be required to undertake liaison with external agencies on behalf of the organisation and to represent the needs of the client group or the organisation within the broader community in a proactive and positive manner.

Physical requirements

The worker must be able and willing to perform the following to ensure a timely and appropriate response to women and children in crisis situations, and to fulfil other day to day duties:

Standing for periods of time

Walking on uneven ground

Reaching up, twisting and bending

Lift and carry up to 9 kilograms

Hear well enough to hold a conversation and use a telephone

See well enough to drive and read

Climb up and down stairs

Get in and out of a car and assist children and disabled passengers to get in and out of a car

Accountability

The worker is accountable to the Manager and her team in the day to day operations of the organisation & client services. Accountability to the team, the manager & board is met through daily communication, participation in team meetings, professional supervision, board meetings & annual performance appraisals. The worker is required to undertake induction training and meet the requirements of a 3-month probation period before being offered permanency.

The worker is required to follow organisational policy & legal requirements to ensure user rights, privacy & confidentiality are strictly upheld and that service delivery practices comply with relevant legislation and legal requirements, including security of records and information.

Being female is a genuine requirement for employment at Beryl Women Inc.

Duty Statement

1. CLIENT SERVICES

KEY OUTCOMES: - *to provide support and interventions to women & children accessing the service in accordance with Beryl Women Inc. practices & philosophies, feminist principles, trauma informed practice and strength-based case management guidelines.*

- 1.1 Demonstrated understanding of the interventions and approaches to assist women and children to recover/heal from the experiences of domestic violence;
- 1.2 Demonstrated understanding of issues relating to domestic and family violence and how that affects the wellbeing of women and children;
- 1.3 Maintain weekly contact and engage in a support role with women and children service users by working to case management guidelines and applying a client directed approach;
- 1.4 Offer support and facilitate the relationship between mother and child/ren which includes the ability to talk and play together, as well as the ability to have some independence from each other and to develop separate relationships.
- 1.5 Offer and provide women and children with basic counselling, advocacy, court support, information, transport, appointment support and any assistance specific to their individual needs;
- 1.6 Liaise with community and government organisations such as schools, child care facilities on behalf of the client group.
- 1.7 In consultation with the child's mother provide activities for appropriate age groups that meet the needs of children accessing the service in consultation with their mothers.
- 1.8 Assist children to overcome the impacts of having witnessed domestic violence
- 1.9 Ensure the service meets the needs of women, children and young people
- 1.10 Co-facilitate quality workshops for women and children.
- 1.11 Participate in the after-hours on-call roster system;

2. PROPERTY MANAGEMENT

KEY OUTCOMES: - *In collaboration with the Manager, oversee management of particular aspects of tenancies.*

- 2.1 Ensure that occupancy agreements are completed.
- 2.2 Ensure that Centrepay or other client rent process documents are completed and provided to admin for processing.

- 2.3 Conduct property inspections during the term of the occupancy agreement
- 2.4 Conduct final inspections
- 2.5 Maintain condition reports for each property
- 2.6 In conjunction with other team members, maintain property maintenance requests and records.
- 2.7 Room/household preparation which may include cleaning duties.
- 2.8 To maintain the practical activities necessary to maintain the Children's space and resources in the accommodation and support services;

3. DUTY OF CARE

KEY OUTCOMES:- *To maintain the health and safety of workers, service users, visitors and the work environment, and to adhere to professional standards and ethics.*

- 3.1 Adhere to the Code of Conduct and the Duty of Care Policy.
- 3.2 Adhere to OH&S Policy.
- 3.3 Take reasonable care to protect own health and safety at work.
- 3.4 Take reasonable care to avoid adversely affecting the health and safety of any person through any act or omission at work.
- 3.5 Follow any reasonable instruction that the employee gives regarding health and safety at work.
- 3.6 Take action to avoid, eliminate or minimise hazards in the workplace.

4. TEAM RESPONSIBILITIES

KEY OUTCOMES: - *To work co-operatively and collaboratively to maintain a cohesive team.*

- 4.1 Practice clear and respectful communication.
- 4.2 Remain flexible and responsive to client and team needs within a small community service and work effectively as a member of a team or independently when necessary.
- 4.3 Participate effectively in all aspects of the organisation.
- 4.4 Share information and work in an empowering way with other team members.
- 4.5 Promote cultural diversity within all aspects of Beryl Women Inc.
- 4.6 Participate in team meetings, board meetings, strategic planning sessions, and other service activities as required.

- 4.7 Provide peer support and debriefing.
- 4.8 Participate in regular supervision.
- 4.9 Undertake induction training and ongoing professional development and training.
- 4.10 Participate in recruitment and induction processes of new workers.
- 4.11 Participate in and facilitate meetings and prepare minutes.
- 4.12 Represent the organisation in a positive manner by not undertaking any activity that may cause a conflict of interest which would adversely reflect on Beryl Women Inc., service provision to clients or an employee's competence and performance in a negative way.
- 4.13 Work within the framework of Beryl Women Inc. policies and procedures.

5. ADMINISTRATION AND MANAGEMENT

KEY OUTCOMES: - to contribute to the ongoing development of the organisation and maintain accountability in administrative and record keeping activities.

- 5.1 Maintain adequate and accurate data collection.
- 5.2 Participate in review and development of service policies & procedures.
- 5.3 Write and prepare grant submissions and effectively manage grants for individual projects including acquittal
- 5.4 Prepare reports for the manager including services provided in the area of client support and case studies
- 5.5 Participate in the production of organisational reports and submissions to Government, peak bodies and the wider community.
- 5.6 Participate in decision making processes as a team member at team meetings, board meetings, special meetings, and strategic planning sessions and lead discussions when required.
- 5.7 Highly developed organisational skills
- 5.8 Contribute to the ongoing evaluation and strategic planning of the organisation and service provision.

6. CONTRIBUTION TO AWARENESS IN THE COMMUNITY

KEY OUTCOME: - To influence attitudinal and legislative change around issues relating to the client group.

- 6.1 Liaise with other agencies, advocating for the needs of service users, NAHA and Women's Services sector.

- 6.2 Participate in networks, forums, and other external meetings.
- 6.3 Build relationships with stakeholders.
- 6.4 Respond and contribute to consultations and inquiries.
- 6.5 Keep domestic and family violence on the public, community, and political agenda.
- 6.6 Represent the organisation in a professional manner.

OTHER REASONABLE DUTIES AS REQUIRED