

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Domestic & Family Violence Specialist - IFS	Department	Community Programs – Intensive Family Support (IFS)
Location	Rockhampton, QLD	Direct/Indirect Reports	0
Reports to	Regional Operations Manager	Date Revised	Dec 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0028524

### ■ Position Summary

Under the Child and Family Reforms, IFS (Intensive Family Support) services take a single case plan approach to working with families experiencing multiple and/or complex needs and actively collaborate with other agencies to ensure families get the services and support they need to achieve their case plan goals. Collaborative case management is used when a family requires support from more than one agency to respond to multiple, complex and/or interrelated needs.

The position will primarily provide relationship based intensive casework and conduct assertive outreach. The role will also be required to provide intensive case coordination to support families and their children; and link clients with other ongoing support as appropriate.

The Domestic and Family Violence Specialist will work with IFS, staff and clients to facilitate sustainable change in families experiencing multiple and complex challenges as a result of domestic and family violence (DFV) and to minimize or prevent a family from entering or re-entering the statutory child protection system.

The role includes preparing policies and procedures, assisting with direct client support, facilitation, assessment and intake of families at IFS, management and support of the program facilitators, collaboration with both internal and external stakeholders and data collection for reporting purposes. The focus is on capacity building across the IFS team and ensuring sustainability of practice and skill development

### ■ Position Responsibilities

#### Key Responsibilities

- Establish and maintain effective networks and relationships with other service providers, local agencies, government and other non-government services to ensure that client needs are being met in an appropriate professional manner
- Develop and deliver parent education classes and support activities for clients using evidence based research
- Maintain effective record keeping on all clients including the maintenance of comprehensive databases, and regular and timely updating of all client files
- To provide DFV mentoring and support to case managers and support workers with complex cases, including access to relevant legal support

- Provide interventions focused on the best interests of the child that will achieve positive outcomes to families to strengthen the care and protection of children living at home
- When required, conduct therapeutic intervention and engagement strategies to assist with changing behaviors for the perpetrator(s) where necessary
- Assess referrals into the service to screen for DFV, undertake risk assessments with case managers where DFV is identified, including home visits where appropriate
- Provide IFS team with advice on safe engagement strategies for families affected by DFV
- Provide specialist one to one DFV assessment and counselling services to young parents, when required
- Provide advice and support to effectively respond to complex client and program issues
- Ensure compliance with all Red Cross policies including Ethical Framework, Workplace Health and Safety
- Child Protection, Privacy, Information sharing and storage
- Provide accurate and high quality reporting
- Other duties as directed by Manager

## ■ Position Selection Criteria

### Technical Competencies

- Ability to plan, implement, facilitate and monitor family intervention activities
- An understanding of contemporary issues and challenges in the field of child protection and approaches to enhancing child safety and well-being
- Experience in the facilitation of both group and individual domestic violence counselling
- Demonstrated experience to carry out intake, comprehensive risk and needs assessments for women, children, vulnerable families and perpetrators of DFV and respond appropriately
- Experience working with families experiencing issues relating to trauma, mental health, drug and alcohol, parenting issues, disability or significant child protection concerns
- Demonstrated knowledge and understanding of the diverse range of referral and support options available to women and children who have experienced family violence, vulnerable families presenting with complex needs and perpetrators of family violence
- Demonstrated knowledge of the complex needs of vulnerable young people and children affected by DFV, including barriers to learning and development and strengths based, client centered practice
- Commitment to culturally competent practice and ongoing learning, and direct experience working effectively with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse families and communities
- Strong mediation, facilitation and collaboration skills with multiple and diverse range of stakeholders
- Strong record keeping, administrative skills including a demonstrated ability to prepare reports
- Proficiency in MS Office or similar software and experience using databases

### Qualifications/Licenses

- Relevant qualifications in Social Work, Social Services, Psychology or other related field
- Current driver's license
- Current first aid qualification
- A Working with Children check is a mandatory requirement for this role

## Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.