

POSITION DESCRIPTION

SITH Admin Support Worker Ipswich

Position Details	
Position:	SITH Admin Support Worker Fixed Term - Part-time Contract Until 30 June 2021.
Classification:	Social, Community, Home Care and Disability Service Industry Award 2010 Level 3.1 to 3.3
Salary:	\$32.03 - \$34.19 (hourly rate) or \$62458 to \$66670 pro rata per annum. Generous salary sacrifice package and other additional benefits.
Additional Benefits:	Generous salary sacrifice package, 10% superannuation, Additional bonus leave, professional development budget, external supervision, EAP.
Hours:	Part Time (negotiable)
Accountability:	DVAC Board of Management, CEO, Managers, Clients and Staff Team

Organisation information

Vision

Passionate Leaders creating freedom from gender violence.

Purpose

DVAC works with individuals and communities to eliminate, prevent and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services;
- Challenging social norms and structures that enable people to use violence/enable the use of violence;
- Building awareness and capacity within the community; and
- Encouraging egalitarian relationships.

Philosophy Statement

The Domestic Violence Action Centre (DVAC) has a long history in providing high quality services to women, children and young people who have experienced domestic and family violence in the Ipswich, Toowoomba and surrounding regions. DVAC works from a feminist perspective. We have a gender analysis of domestic violence that understands that domestic and family violence is a result of systemic power imbalances and inequalities. We acknowledge the many barriers that exist for women and their families as they seek safety and support, and that women from diverse backgrounds can face particular and unique barriers. We are strong advocates for change on all levels. We actively stand against all forms of oppression (including racism, sexism, ableism, homophobia, and multiple other forms of oppression) and believe in the right of justice, equality and fairness for all.

We regard women as the experts over their own life and we see our work as a partnership that is respectful, transparent and accountable. We work from a relationship-based approach where we are committed to sharing information, validating choices and ensuring we provide a safe space that is non-judgemental and at all times supportive.

We aim to consistently apply the same set of values and principles to all levels of our work – with clients, with colleagues in our organisation, and in our valued relationships with other workers and organisations within the service sector. We aim for a high level of integrity in all aspects of our work and we welcome feedback and input from all those involved with our service.

Through high quality service delivery combined with education, training, awareness raising and activism against violence in all its forms, our hope is to use our passion as leaders to create a world free from gender violence.

The Organisation

You will find detailed information about the organisation on our website www.dvac.org.au

Equal Employment Opportunities

DVAC values diversity in our workforce, and as such encourages applications from women from Aboriginal or Torres Strait Island backgrounds. DVAC also encourages women from culturally or linguistically diverse backgrounds to apply for vacant positions. DVAC recognises and celebrates the unique benefits that employing a diverse group of women with a broad range of life experiences, brings to the organisation. DVAC has an exemption under Section 25 of the *Anti-Discrimination Act 1991 (QLD)* and it is a general occupational requirement that all applicants identify as female.

Position Summary

The SITH Admin Support Worker would be primarily based in Ipswich and surrounds and have responsibility for the administration of the Keeping Women in Their Homes Program (KWSITH). KWSITH is an innovative technologies initiative. We support women who are assessed as high risk and vulnerable to ongoing domestic violence and their families to remain safer in their homes, when it is safe and appropriate to do so.

This role includes the Development and ongoing maintenance of the KWSITH Program administrative systems and assisting with policy and procedure development, liaising with specialist staff, contractors and other service providers.

Key Responsibilities and Outcomes

- Provide administrative support for the KWSITH program to ensure administrative systems are maintained, ensuring accurate usage of brokerage funds, accurate data management and quality control.
- Invoicing - checking incoming invoices match with work requested, enter onto brokerage spreadsheet, upload to client file.
- Follow up on outstanding Invoices
- Data Entry into Brokerage Spreadsheet
- Assisting with the budget in order to forecast future invoices and expenses
- Liaising with contractors and stakeholders
- Management of Duress alarms including purchasing, deactivations, faults and updating of Device Spreadsheets.
- Data Input into Data Exchange
- Build positive and effective working relationships with key stakeholders such as the police, trade providers and other welfare and support in the provision and facilitation of adequate and safe responses to women and children experiencing domestic and family violence;
- Develop and maintain positive and clear communication channels with DVAC staff who may be case managing KWSITH clients.

- Undertake administrative duties associated with direct service delivery and data collection where required.
- The work performed by DVAC involves frontline crisis assistance work supporting individuals and families impacted by to domestic and family violence and/or sexual violence. All staff employed by DVAC will be privy to or take part in traumatic conversations on a regular basis. In addition to the training and support provided by the Employer, the successful applicant will have to be mindful of their own personal wellbeing.

Staff Team

- Participate in the development of a supportive and safe working environment for all staff, including clear communication paths and consultative decision-making practices;
- Abide by the DVAC communication commitment and associated procedures in relation to respectful and direct communication;
- Actively prepare for, and participate in regular performance appraisals with the Team Leader;
- Undertake internal and external professional supervision to ensure accountability of work practices and professional development in relation to the direct work with women and organisational practices;
- Participate in regular and ongoing consultation with the Team Leader and management team, and the staff team where necessary and appropriate, to discuss issues that may impact on work performance;
- Participate in support systems within the organisation including staff meetings, team supervision, staff appraisals, and informal contact; and
- Provide and receive peer support as a part of the staff team.

Organisational Responsibilities

- Participate in the identification of trends to inform appropriate service development;
- Ensure the provision of culturally, gender and age appropriate services to clients in accordance with service values and requirements;
- Increase knowledge and skills to ensure the provision of culturally, gender and age appropriate services to clients.
- Advocate on behalf of the service within the funded area;
- Participate in media activities where appropriate;
- Participate in planning, policy development and other organisational activities;
- Participate in community engagement events on behalf of the organisation, such as Domestic and Family Violence Prevention Month;
- Participate in staff meetings weekly and The Board meetings as required;
- Comply and contribute to the established accountability systems in place in the organisation;
- Increase knowledge regarding feminist practice and its application in working against domestic and family violence and sexual violence.
- Work within the Practice Standards for Working with Women affected by Domestic & Family Violence, and the Professional Practice Standards: Working with men who use domestic and family violence developed by the Department of Communities Qld and the Qld Government Interagency Guidelines for Responding to Adult Victims of Sexual Assault and the National Standards of Practice Manual for Services Against Sexual Assault; and
- Undertake any other duties as lawfully directed by the CEO, Service Manager or Team Leader.

Accountability

The SITH Admin Support Worker is required to work within the philosophy, objectives and policies of the organisation including:

- Working within a feminist framework.
- Working as a member of the staff team.
- Utilising consultative and collaborative processes.

- Commitment to the Child Safe Organisations National Principles

The SITH Admin Support Worker is ultimately accountable to the High-Risk Team Leader but will also report to the CEO and the Board as the employing body. The SITH Admin Support Worker will comply with the established processes for ensuring the transparency of all decisions and actions taken in the course of the work. The SITH Admin Support Worker will also be accountable to the staff team and the consumers of the service.

Qualifications and Experience required

- Previous experience in Administration within a human service environment.
- A strong understanding in use of Microsoft Office (e.g. Excel, Word, PowerPoint), as well as experience in word processing, data entry and database management.
- Highly developed clerical skills.
- Highly developed skills in undertaking administrative duties in a sensitive and confidential manner.
- Experience in minor financial matters.
- Well-developed interpersonal and communication skills.
- Current driver's licence desirable.
- Current Blue Card
- All DVAC staff are required to complete a National Police Check upon successful offer of position.

Personal Attributes

- Passion for working with women in a rapidly changing, intensive, crisis driven environment.
- Ability to remain calm and make professional assessments under pressure.
- Ability to advocate while maintaining positive relationships with both stakeholders and colleagues.
- Ability to be organised, prioritise and manage time effectively in the face of multiple demands.
- Willingness to engage in honest, transparent, reflective and accountable practice.
- Ability to connect daily crisis work with larger organisational goals and community outcomes.

Applying for this position

Please send a current CV along with a no more than **2 page** expression of interest document addressing the selection criteria below to liza@dvac.org.au using the subject line "SITH Admin Support Worker EOI".

Applications that do not address the Selection Criteria will not be considered

The closing date is **9am on Monday the 17th of August 2020.**

Selection Criteria

1. Outline your experience and skills of administrative functions (e.g. computer skills, data management, reporting, Excel spreadsheets and other software programs) and how your experience will benefit this position.
2. Outline your ability to work collaboratively and professionally with agencies, colleagues, take direction from management and communicate effectively and appropriately with consumers and service providers.
3. What is your knowledge of the issues affecting women, children and young people experiencing domestic and family violence, and your understanding of feminist perspectives on domestic and family violence?
4. Describe your ability to show initiative to prioritise and multitask, including in crisis driven situations. This also requires an ability to prioritise principles such as confidentiality and safety.