

Position: Team Leader / Coordinator

NPYWC Program: Domestic and Family Violence Service (DFVS)

Employment Details: Permanent, Full Time, 38 hours per week. Flexible arrangements can also be negotiated.

Location: Based in Alice Springs with travel to the NPY region

Base Salary: \$87,197.89 - \$94,177.70 – (negotiable based on experience) with additional benefits

Additional Information: Due to the nature of this role, applicants are required to be female. In this position an applicant's gender is a genuine occupational qualification and is authorised by division 2, section 14 & 31 of the Anti-Discrimination Act 1997, as amended

What we do:

We are an Anangu-led organisation, governed by women's law, authority and culture. We deliver health, social and cultural services for all Anangu.

Our Values:

We believe in the strength of Anangu people, culture, and the collective agency of women. We are dedicated to delivering more and better choices for our communities. We are committed to Malparara way – a cross cultural practice framework specific to NPYWC that respects the contribution Anangu and non-Indigenous people, working alongside each other, bring to the organisation

We are a trauma-informed organisation and this guides our work.

Your Team:

'Atunypa Wiru Minyma Uwankaraku' Service works from a 'holistic and relational' standpoint, and is structured so that caseworkers are supported to develop relationships in the communities in which they work using a community development approach. We recognise that this is our key tool for individual and community engagement. 'Casework' is thus very broad in its scope and ranges from working with individuals in crisis and short-medium term follow-up (including supporting clients through the legal system), to working with women and their families in recovery and with longer term goals, through to a variety of community-level and other group activities driven by community members.

Your Role:

The DFVS Coordinator is responsible for supporting and managing a small team of caseworkers. Specifically, Coordinators are responsible for:

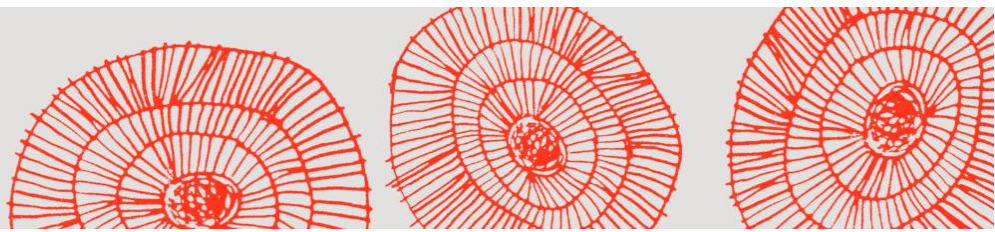
- Supervision of Caseworkers
- Developing and maintaining relationships for coordinated and collaborative service delivery in the designated jurisdictions
- Participating in the management and leadership group of the DFV Service

The DFVS is guided by the Strengthening Community Capacity to End Violence Framework. The Practice Framework can be found on our website:

<https://www.npywc.org.au/publications/>

Your Responsibilities:

Supervision of Caseworkers:



- Providing casework support and supervision for a small team of casework staff in a geographic area. This includes overseeing direct client services and integrated case management for one of two geographic regions (1. SA and 2. NT & WA).
- Providing clinical supervision, performance management and development to caseworkers.
- Participating in weekly staff meetings (which includes a case management component), including regular preparation for and chairing of these meetings (on a shared roster).
- Providing high level support to the Intake and Assessment rostered workers as required, including acting as back-up as required.
- Ensuring the work of the community program specialist staff are fully integrated with casework practice.
- Contributing to developing case plans for a large case load and supporting staff in developing their casework and case management skills.

Developing and maintaining relationships for coordinated and collaborative service delivery in the designated jurisdictions:

- Representing the DFV Service in established multi-agency forums including the relevant Family Safety Framework meetings.
- Maintaining positive working relationships with Police, Courts, Office of the Public Prosecutions, Schools, Clinics, Mental Health Services and other stakeholders as relevant for the designated jurisdiction.
- Assist casework staff to develop strong professional networks in their relevant communities, and actively assist them with the management of complex clients in the broader service system.
- Advocate for individual clients, and for the goals of the DFV Service and NPY Women's Council as appropriate, and mentor staff in respectful and constructive advocacy.
- Advocating for, and participating in, multi-agency / multi-disciplinary coordination meetings (such as case conferences for individual clients; and stakeholder meetings for community-level initiatives).

Participating in the management and leadership group of the DFV Service:

- Modelling and facilitating effective and respectful communication that contributes to a supportive and reflective learning culture for the DFVS.
- Contributing to the effective administration of the DFV Service and processes such as planning, policy review, data collection, including continuous quality improvement mechanisms.
- Assisting in the development of submissions, reports, annual operational plan, policy reviews, and oversee data collection and collation as requested.
- Assist in the development, implementation and evaluation of professional education and development programs offered both internally and externally as requested.
- Participating in regular DFVS management group meetings and ensure effective planning and coordination between all elements of the DFV Service Deputising for the manager, either individually or in a shared capacity, as requested.

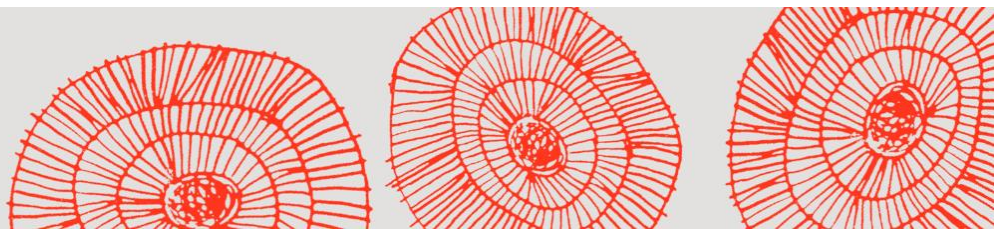
Skills and Experience:

Knowledge:

- Demonstrated understanding of trauma-informed complex case management in a domestic violence (or closely related human services) context.
- An understanding of a holistic and relational approach to domestic violence service

Qualifications:

Relevant qualifications and demonstrated experience in Social Work, Psychology, Community Development or related studies.



delivery, relevant for Aboriginal Australian cultural contexts.

- Knowledge of the criminal justice system and the relevant domestic legislation.

Experience:

- Demonstrated ability to integrate a community development framework into professional practice with both individuals and community groups.
- Experience of working cross-culturally, and a demonstrated understanding of cultural safety and its application in human service delivery.

Skills:

- Excellent intrapersonal and interpersonal skills including an ability to constructively resolve conflict, negotiate change, advocate and work collaboratively as a member of a leadership team.
- Ability to apply a strengths-based management and leadership approach and bring out the best in teams.
- Excellent written and verbal communication skills suitable for a leadership role.
- Comprehensive computer skills, including using a client data base (or ability to acquire this).
- Excellent organisation and planning skills for managing competing demands in a complex working environment.
- Ability to work in accordance with an Aboriginal Governance Framework.
- Experience in group facilitation, such as case conferences, interdisciplinary meetings, client and community groups, and other stakeholder groups.

Desirable:

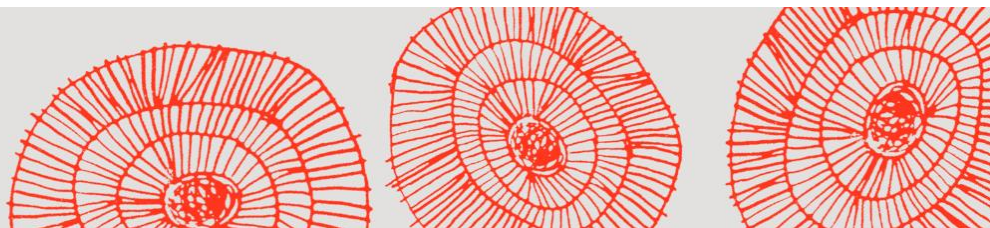
- Experience providing professional clinical casework supervision for practitioners working in complex contexts.
- Experience working in Central Australia.
- Western Desert language skills or willingness to learn.

Remuneration:

- Base Salary: \$87,197.89 - \$94,177.70 per year
- 10% Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus

Employment Conditions:

- Work in a manner consistent with NPYWC Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPYWC policies and procedures.



- Be responsible and accountable for your own and others health, safety and wellbeing.
- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPYWC.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.
- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require some remote based and travelling staff to have a current Australian driver's licence.
- We require some remote based and travelling staff to be able to operate a manual 4WD vehicle or have a willingness to undertake training.
- All employees are required to have a First Aid certificate or have a willingness to undertake First Aid training.
- All employees are required to meet the relevant State and Territory mandatory vaccination requirements.
- A good level of health and fitness that matches the requirements of the role is required. If necessary NPYWC may require an employee to undergo a pre-employment medical assessment.

We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

All information will be held in the strictest of confidence.

To find out more about this position, please contact Louise O'Connor, Manager (08 8958 2345). You can also visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.

ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION

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Employee Name (Please Print)

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Employee Signature

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Date