



**Koongoora Inc**

## **Position Description**

### **Domestic & Family Violence Case Worker**

#### **Conditions of employment**

- Six (6) Month Locum Position (with the possibility of extension)
- Salary SCHCADS Qld Award 2.1 to 2.4  
(rate will depend on qualifications and experience in the sector)
- 30.4 hours per week (4 days)
- 4 weeks annual leave with leave loading – Pro Rata
- 10 days paid sick leave Pro-Rata
- On call roster – 1 night per week.
- Salary sacrificing options
- Long Service Leave pro rata after 7 years

#### **Organisation**

Koongoora Inc is an incorporated, not-for-profit, non-government community organisation that receives funding from the Department of Justice and Attorney General to provide crisis, short term, supported accommodation for women and children escaping Domestic and Family violence. The Department of Housing Crisis Accommodation Program (CAP) provide the properties, which consist of eight crisis units on site and three transitional houses in the community. The service also provides follow up support for women and children when they leave the refuge and outreach support on a limited basis.

Koongoora works from a framework that incorporates Feminist and Social Justice Principles providing high quality services which are culturally inclusive, non-judgemental, respectful, client focused, and strength based. We recognise that clients are experts in their own lives and as such have the right to fully participate in any assessment, intervention and decision-making that will affect them.

#### **Mission**

Koongoora Inc supports women and children to escape Domestic and Family Violence, to experience a safe and secure environment, and to feel validated and empowered in making informed choices for their future direction.

#### **Vision**

Koongoora believes that all women and children have the right to live in safety free from violence and abuse.

## **Organisational Goals**

1. Koongoora will provide safe, secure environment in well-maintained accommodation and facilities for clients.
2. Women and children are offered assistance to access ongoing support to live free from domestic violence.
3. Koongoora staff and management committee will ensure that service delivery is in line with current trends and legislation and the development of responses to accommodation and support needs of women and children experiencing domestic violence.
4. Koongoora will maintain a client focused, accountable and effective organization, which reflects its values and philosophy in its operations.
5. Koongoora endorses best practice by working collaboratively with other organisations with similar philosophies.
6. Koongoora will explore further potential collaborations with like-minded organisations with an aim to positioning Koongoora's approach in line with future requirements of government.

## **Purpose of the Position**

The Domestic & Family Violence Case Worker provides:

- Assistance to women and children to access the refuge.
- Empowerment to the woman and her children while assisting them to make informed decisions.
- Emotional and practical support within a safe environment.
- Relevant information to women and children on their rights, options and Domestic Violence and its impact.
- Participate in the maintenance of a client focused, accountable and effective organization, which reflects its values and philosophy in its operations.

The Domestic & Family Violence Case is required to work as a member of a team supporting and empowering women and their children who are in crises as a result of domestic violence.

Although there is a designated Child & Family Case Worker, all workers are expected to engage with children and be responsive to their needs.

## **Accountability**

The Domestic & Family Violence Case Support Worker is directly accountable to the Manager and the Management Committee. Workers are also accountable to other team members, both individually and corporately.

## **Key result Areas**

### **Provide assistance to women and children to access the refuge by:**

- Ensuring vacancies are listed on QHIP (Queensland Homelessness Information Platform) in a timely manner.
- Undertaking assessment procedures and accepting appropriate referrals as per Koongoora's Service Agreement.
- Providing transport to Koongoora from a safe designated pick up point.
- Completing intake and assessment in a timely, sensitive manner ensuring needs of the family are taken into consideration at all times.
- Maintaining contact with appropriate referral services.
- Ensuring that clients have a clear understanding of the conditions included in the Refuge Security Agreement and Accommodation Guidelines.

### **Provide emotional and practical support in a safe environment;**

- Provide crisis support counselling in the area of domestic violence and family violence which incorporates a feminist analysis of domestic violence.
- Develop rapport with women and appropriately respond to their needs through active, empathic listening.
- Provide women with an opportunity to talk about their experiences and to be acknowledged, believed and offered support in their own right.
- Plan, implement, facilitate and evaluate groups and house meetings for women when appropriate.
- Within a timely manner after intake into refuge and in consultation with the client, conduct an assessment of their needs and priorities, being mindful that these needs and priorities require continual reassessment over their stay in refuge.
- Implement a case management approach which is client focused and aims to empower and meet individual needs.
- Work in collaboration with other service providers to provide a holistic service for women and children through referrals to a wide range of external support services.
- Liaising with police and assisting in the retrieval of client's belongings.
- In consultation with the client conduct a Risk Assessment and support client to develop an individual safety plan.
- Implement the safety procedures practiced by the refuge and other referring agencies
- Ensure that all clients understand emergency exits and safety procedures.

### **Contribute to the general empowerment of the woman and her children by;**

- Encouraging women to establish goals and assist them to develop strategies to achieve these goals.
- Assisting women to explore new problem-solving techniques while validating their existing strategies.
- Liaising with government and non-government bodies on behalf of clients
- Advocating on behalf of clients and supporting women in their interaction with Housing, Centrelink, Department of Child Safety, Health Services, agencies and other professionals.

## **Provide relevant information to women and children on their rights, options and domestic violence and its impact.**

- Provide information on and assistance to access benefits, services and community resources
- Provide court support when required, basic legal information, assistance with DVO applications preparing legal reports where required.
- Provide information about domestic violence and its impact on them, their children and society in general.
- Participate in community prevention programs and support groups. Network with other community organisations through information sharing and participation in community forums, community education and prevention programs.

## **Participate in the maintenance of a client focused, accountable and effective organisation, which reflects its values and philosophy in its operations.**

- Ensure that case management practices are implemented and documented.
- Provide and maintain documentation, statistics, reports and case notes related to clients.
- Contribute to refuge planning, practice and procedure development and monitoring workflows in consultation with the Manager.
- Prepare annual and monthly reports to the Management Committee.
- Attend monthly staff meetings when required.
- Participate in organisational tasks.
- Assist with administrative and financial tasks as directed by the Manager.
- Contribute to the team in regard to decision making, communication, maintaining supportive relationships and information sharing.
- Extend knowledge base and skills through professional development, training, de-briefing, team meetings and supervision.
- Participate in property management in relation to accommodation and equipment.
- Participate in lobby groups regarding changes to legislation, policies and funding strategies pertaining to domestic violence.

### **General Duties**

All employees have a responsibility to assist with general office duties, including answering telephones, the office door and with inquiries from clients. From time to time all employees may be required to do tasks that are outside their particular job description such as cleaning and picking up clients. We are a service that provides support to women and children who are in crisis. The very nature of our service dictates the necessity for our staff commitment to general duties on occasion in order to preserve the well-being and total privacy of our clients.

### **Selection Criteria:**

1. Tertiary qualifications and/or relevant experience in the community sector
2. Demonstrated knowledge and understanding of the impacts of domestic violence on women and children and the ability to respond effectively in a sensitive and confidential manner.

3. Understanding of and a commitment to a feminist analysis of domestic violence, social justice values, beliefs and attitudes.
4. Demonstrated experience in working in crisis intervention and in crisis situations, with women and children escaping domestic violence with a case management framework.
5. Knowledge of, or ability to acquire, legislation and legal processes relevant to a D.V. service and the skills to liaise with key stakeholders.
6. An ability to communicate and be non-judgmental with people from diverse backgrounds.
7. An ability to work both independently and as part of a team.
8. Current QLD Working with Children Check (Blue Card)
9. Current C class drivers license.

Employees of the organisation are required to have reference checks, adhere to the organisation's Code of Conduct and sign a statement regarding confidentiality.

All staff are required to work within the philosophical concepts of Koongoora and to adhere to all service policies, procedures, guidelines and current sector standards.