



Senior Specialist Domestic Violence Support Advocate

Safer Lives Mobile Support



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this, we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services cannot always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to inappropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication, recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

Senior Specialist Domestic Violence and Housing Advocate

Team

Safer Lives Mobile Support

Reports to

Team Leader

Line Manages

N/A

Classification/Award

Level 5, SCHADS 2010

Talkin

Team Leader

Based at

West End

Backup when absent?

Safer Lives Mobile Support Team

Micah Projects – Safer Lives Mobile Support

Safer Lives Mobile Support (SLMS) is a specialist funded 24/7 outreach service for women and children experiencing domestic and family violence, referred by DV Connect (for practical support whilst in motels and awaiting placement in refuge, temporary supported accommodation or longer-term housing solutions), Queensland Police Service and Queensland Health Social Workers within the Brisbane Region.

The Safer Lives Mobile Team works in partnership with Brisbane Domestic Violence Service and Micah Projects Housing and Homelessness Teams.

Micah Projects is committed to recognizing diverse relationships, family structures, and unique circumstances of each person's experience in the context of culture, socio-economic status, health and disability status, and sexual orientation.

Position Description

As a Senior Specialist Domestic Violence Support Advocate, you will...

work as part of the team to provide outreach to women and children, or other victims who are experiencing domestic and family violence and are referred through DVConnect, Queensland Police Service and Queensland Health Social Workers.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Qld Police Service
- Qld Health Community Services
- DV Connect
- Department of Housing
- Participants

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Inclusive Health Partnerships
- Home for Good Homelessness
- Domestic and Family Violence
- Women, Children and Families
- Supportive Housing

Key Responsibilities

Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Support victims of domestic and family violence using a trauma informed approach to access appropriate crisis accommodation and or longer-term housing options. Provide outreach support and safety planning to women and children in motels who have left domestic violence relationship.
- Respond to referrals from DV Connect, Qld Police Service (QPS), and Qld Health Social Workers via outreach and phone to support women and children who are experiencing domestic and family violence in their home, motels, or other accommodation settings.
- Provide comprehensive risk assessment and safety planning using evidence-based tool.
- Provide emotional support, safety planning, flexible financial assistance, individual advocacy in navigating services systems is provided for the duration of the support period with women and children or other identified victims of domestic and family violence.

- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- Inform and navigate with participants access to appropriate resources, opportunities, and services within the community for both a crisis response and to maintain stability in their lives.
- Provide systemic advocacy to enhance the safety of victim/survivors and accountability of perpetrators of domestic violence in collaboration with both government and non-government agencies.
- Provide services that adhere to principles of cultural sensitivity and assist with connection to culturally specific programs where appropriate.
- Access interpreters when required to ensure an adequate understanding of the needs of women who cannot speak English or English is a second language.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Team Leader and Coordinator to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Data Management

- Complete administration and data collection for reporting and updating the participant management systems.
- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Collaborative practice

- Support the development of the Safer Lives Mobile Support team as the first point of contact for case consults, case unpacks, decision-making and debriefs.
- Demonstrate the knowledge of when to raise identified high to imminent risk to the Team Leader for further review.
- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Criteria and Conditions

Criminal History Screening

- ☐ National Police Certificate ☒ Blue Card
☐ Yellow Card ☐ APHRA Registration

Driver's License

- ☒ Essential ☐ Desirable

Travel

- ☒ Essential ☐ Desirable

Assets Provided

- ☒ Work Computer ☒ Work Phone ☒ Pool Vehicle ☐ Packaged Vehicle

Essential

- Ability to work in a crisis environment and respond to multiple demands with a problem-solving approach.
- Ability to work eight-hour shifts between 7am and 8pm, Monday to Friday.
- Demonstrated experience in working with people who may be experiencing a crisis, including the ability to conduct risk assessments, develop plans around safety and needs identified.
- Demonstrated knowledge of and ability to apply current theory and practice relating to domestic and family violence and a gendered analysis of this issue, including using a trauma informed approach to support and advocacy.
- Demonstrated experience in working with people in a human service setting, and with people who are experiencing a crisis.
- Demonstrated ability to work with both government and non-government agencies in a case coordination model.
- Knowledge of or ability to rapidly acquire technical understanding of relevant legislation and regulations specifically; The Domestic and Family Violence Protection Act 2012 Section 5A Information Sharing, the Child Protection Act 1999 and an understanding of the Family Law Act.
- Demonstrated knowledge of culturally sensitive practice when working with Aboriginal and Torres Strait Islander peoples, and people from a culturally and linguistically diverse background.
- Knowledge of or ability to learn cross-disciplinary responses to domestic and family violence.
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems)
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects.

Employees Name _____

Signed _____ **Date** _____

Document History

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September 2025

Revised Date