



**Youth Domestic and Family Violence Response (Locum)
Worker**

POSITION DESCRIPTION

Position Title:	Youth Domestic and Family Violence Response (Locum) Worker
Program Designation:	Intake Support Program
Status:	Part Time, Fixed Term Contract
Dates:	December 2026 to 23 July 2027
Hours of Employment:	48 hours per fortnight
Pay Award and Classification:	SCHADS Award Level 5

Although there is some flexibility in working hours, according to the needs of the team, it is expected that as far as possible this position is worked to cover the service operating hours Monday - Friday between 9am – 5.00pm. Specific work hours and days will be negotiated with the CEO with reference to your own needs, the needs of the Intake Support Program, and the broader needs of Zig Zag. This position may occasionally require some after hours or weekend work as directed by the Team Leader, CEO and/or Management Committee.

FUNDING

This position is contingent on recurrent funding from the Queensland Department of Families, Seniors, Disability Services and Child Safety. Should funding be discontinued employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation fulfilled.

REPORTING AND ACCOUNTABILITY

This position is directly employed by Zig Zag, and is accountable to the Team Leader, Intake Program, and indirectly to the CEO and to the Zig Zag Management Committee. All employees are expected to engage in supervisory processes and to be accountable for all aspects of their work at Zig Zag.

INTAKE TEAM OBJECTIVE

The Youth Domestic and Family Violence Response Worker will work collaboratively and supportively within the Intake team in the effective delivery of high-quality information, support, and advocacy services to young people aged 12 – 25 years who have experienced

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sexual violence and /or are experiencing homelessness or housing instability, including young parents. The Intake team achieves this through the provision of specialist information and warm referral, youth focused safety and support needs assessment, brief practical and planned support and advocacy, and mobile outreach services.

POSITION OBJECTIVE

The Youth Domestic and Family Violence Response Worker is responsible for supporting the development of collaborative, coordinated responses to young women, trans and gender diverse young people who are homeless or at risk of homelessness and who are impacted by domestic and family violence (DFV) and sexual violence (SV). This position will work collaboratively across all Programs and service sites at Zig Zag to respond to DFV experiences and will work closely with specialist DFV services to assess risk, safety plan and provide coordinated responses to young people experiencing DFV and SV.

This position will develop effective referral pathways and ensure culturally appropriate youth service responses to young people impacted by DFV and SV through the development and delivery of professional training and education to workers within the community services and Government service sectors in responding to the specific needs of young people experiencing DFV and SV.

All employees are required to work within the bounds set by the Zig Zag vision statement, philosophy and organisational practice framework. All employees are required to implement and adhere to the guidance provided by Zig Zag policy and procedures. This involves a commitment to:

- utilising intersectional feminist and social justice principles in practice;
- working within a self-management framework;
- actively contributing to teamwork and team care;
- utilising collaborative decision-making processes, which requires a high degree of participation, communication, and personal responsibility; and
- utilising consultative and transparent processes.

PRIMARY DUTIES:

1. Development of appropriate youth specific responses to DFV and SV

- Work collaboratively across Zig Zag's funded Programs to support the development and evaluation of youth specific safety and risk assessment tools and resources that are tailored to meet the needs of young women, trans and gender diverse young people who are experiencing DFV, SV, and accessing Zig Zag services.

- Work collaboratively across Zig Zag’s funded Programs to strengthen the provision of DFV informed responses to young people.

2. Telephone Intake Assessment, Information and Referral:

- Undertake youth focused intake assessment for all referrals including Redbourne Referral system and engage a thorough safety and support needs assessment and warm referrals to relevant Programs/Services, either internally and/or externally, where appropriate.
- Provide appropriate and timely information, support and referral to young people who have experienced SV or DFV; including information that will assist them to access and navigate medical, forensic, police and criminal justice systems, and other relevant support services.
- Provide appropriate and timely information, support and referral, where safe and appropriate, to primary supporters who are assisting young people to access Zig Zag services (e.g. parents, family members, carers, etc.).
- Provide appropriate and timely information and support to young people who are experiencing homelessness or housing instability; including information that will assist them to access and navigate housing and homelessness systems and services and provide upskilling and education around appropriate and safe housing options.
- Undertake formal QHIP assessment and relevant referral/s where appropriate.
- Schedule initial contact support sessions and/or follow up onsite or mobile outreach support with young people.

3. Brief practical and planned support, advocacy and outreach

- Work collaboratively with Zig Zag support worker/s to ensure appropriate coordinated responses and planned support to young people experiencing DFV including information that will assist them to navigate police and court support systems, access relevant specialist DFV and SV support services, and secure or sustain appropriate and safe housing options.
- Undertake brief (time limited), practical and planned support and advocacy either in person, via outreach, or phone support with young people to assist their access to specialist DFV support services and/or homelessness and housing services and build appropriate supports within the community.
- For all brief practical and planned support responses, work alongside young people who are experiencing DFV using relational, person centred, youth focused, trauma informed, flexible, and culturally safe approaches to advocate and coordinate support services responses.

3. Utilise collaborative approaches to coordinate and improve systemic responses to young people who have experienced DFV and SV

- Liaise, consult and develop strategic connections with specialist DFV service providers in order to develop effective referral pathways, and ensure youth friendly service responses to young people impacted by DFV and SV.
- Develop and deliver professional training and education to workers within the community services and Government service sectors in responding to the specific needs of young people experiencing DFV.
- Work collaboratively in the development and implementation of time limited group programs, community development, or social action projects to strengthen community responses to DFV and SV.

4. Organisational and team participation.

Zig Zag is an intersectional feminist organisation that uses collaborative decision-making processes. Many operational and service delivery related decisions are made within the made within the Zig Zag Intake or Program Teams, and the wider Staff Team including support workloads, capacity management and approaches to direct service delivery. The Youth Domestic and Family Violence Response Worker requires a high degree of skills in collaborative decision making and will be accountable to their team and the organisation for decisions made. Each team member is expected to foster and maintain a supportive team environment through the consistent use of open and respectful communication. The following list identifies tasks that the Youth Domestic and Family Violence Response Worker is expected to participate in with respect to the general operations of the organisation.

Organisational Participation at Zig Zag

- Prioritise participation in staff meetings and whole of staff group supervision and reflective practice sessions.
- Active participation in monthly internal supervision and regular external supervision.
- Represent Zig Zag and its programs appropriately and professionally within the community.
- Advocate on behalf of Zig Zag as determined by staff and/or Management Committee.
- Provide input into organisational systems and policy development to support best practice.
- Participate in organisational planning, review and evaluation, including strategic and operational planning activities.

- Where possible and appropriate, be actively involved in project development including the acquisition of funds.

Participation in Zig Zag Intake and Program Team Processes and Practice Approaches

- Active participation in team decision-making processes including Intake and Program team meetings and team group supervision sessions where appropriate, and as negotiated with the Team Leader.
- Active embracement of a team culture that is supportive, accountable, transparent and self-reflective, and that supports a high level of ethical practice;
- Contribution to the review and development of policies and procedures directly related to the service delivery functions where appropriate.
- Developing and maintaining collaborative, respectful and purposeful relationships with other organisations and workers across the sector.
- Participation in the documentation and evaluation of programs and/or activities delivered by Zig Zag.
- Collection of relevant reporting data for the funding body and contribution to other reporting requirements including monthly reports to Management Committee and input into Zig Zag's Annual Report.
- Undertaking administrative and accountability responsibilities relevant to your role within the organisation.
- Participation in relevant sector forums and networks.

ESSENTIAL REQUIREMENTS

1. Bachelor level qualifications in Social Work, Psychology, or the Social and Behavioural Sciences. Post-graduate qualifications will also be highly regarded.
2. A minimum of 2 years' experience in the provision of specialist support to young people impacted by sexual violence, domestic and family violence, and/or homelessness.
3. Current Driver's License and capacity to drive in the broader Brisbane region.
4. Commission for Children and Young People – Blue Card.

KEY SELECTION CRITERIA

1. Describe your understanding of an intersectional feminist perspective and gendered analysis in relation to domestic and family violence and sexual violence, including a broad knowledge of the social factors impacting on young people experiencing homelessness, disadvantage and marginalisation.
2. Demonstrate your knowledge of, and experience in the provision of specialist information, telephone counselling and support, and youth focused risk and safety assessment including thorough safety and support needs assessment with young people who have experienced domestic and family violence.
3. Demonstrate your experience in the provision of complex case management, crisis and brief intervention approaches, and support and advocacy skills, particularly in relation to young people's experience of domestic and family violence and homelessness.
4. Describe your experience in developing appropriate responses to meet the diverse needs of Aboriginal and Torres Strait Islander young people, young people with disabilities, young people from culturally and racially marginalised backgrounds, and young people identifying as LGBTQ+ and skills in effectively supporting these families.
5. Demonstrate your experience and skills in the development and delivery of professional training and education to workers, and in developing and maintaining partnerships and networks that strengthen access and service responses to young people.
6. Demonstrated high level of interpersonal communication skills, including a commitment to self-reflective practices, and collaborative team decision making processes. Provide examples of how you have worked effectively and efficiently as an autonomous worker, and as part of a team, in a complex environment.