



Women's Safety Services SA

Job & Person Specification –Service Delivery

Position Title:	Team Leader, Domestic Violence Crisis Line		
Classification:	Level 6, SCHADS Award		
Location:	Mile End/ Head Office		
Last Reviewed	27/02/2024	Review Due	01/03/2025

Role Reports to:	Program Manager, State-wide Responses
Direct Reports:	• Domestic & Family Violence Counsellors – DVCL • Students

KEY PURPOSE OF THE POSITION
The Team Leader is responsible for operational service delivery by providing leadership, guidance, consultation and support to Family and Domestic Violence Counsellors and Students to ensure seamless access to DFV crisis services and support for women and children impacted by domestic and family violence. The role also participates in direct service provision when required, through the provision of telephone assessments, counselling and safety management planning for women and children in crisis.
THE ORGANISATION
WSSSA is a women's and children's domestic and family violence service that provides an integrated response to its clients through the provision of specialised, accessible and flexible models of service delivery. WSSSA has a strong and varied history, delivering services across diverse cultures and backgrounds. Our practice model is underpinned by a safety first approach which seeks to ensure that the safety and empowerment of women and their children is paramount in all aspects of service delivery and advocacy.
VALUES AND PRINCIPLES
We value and are committed to: • Safety • Diversity and Equity • Respect • Responsiveness, Flexibility and Innovation • Knowledge and Accountability • Community responsibility
KEY WORKING RELATIONSHIPS
• Program Manager, State-wide Responses • Domestic Violence Crisis Line Team • Clients of WSSSA



- Program Managers
- All WSSSA staff
- External stakeholders

KEY RESULT AREAS

1. Service Delivery & Operations

- Responsible for the day to day operations of DV Crisis Line.
- Direct and support service responses to clients connecting and/or engaged with DVCL services.
- Promote quality service responses which are underpinned by a deep understanding of the needs of women and children impacted by family and domestic violence, and aligned with WSSSA values, Client Practice model and Strategic Plan.
- Provide regular updates to Program Manager, State-wide Responses relating to service delivery including demand, service resourcing and recommendations for continuous improvement.
- Participate in direct service provision when needed, including crisis assessment, counselling and safety planning activities.

2. Leadership, Supervision & Workforce Development

- Promote and maintain a healthy and productive workplace through positive leadership, transparent and consistent decision making.
- Conduct Supervision, Performance Appraisals, and performance management discussions, and ensure professional development requirements are met for DVCL staff.
- Coordinate team meetings with DVCL leadership.
- Participate in the recruitment, selection, induction and training of new staff.
- Support and provide guidance to DVCL counsellors and students to ensure effective service delivery.

3. Quality, Compliance & Information Management

- Ensure confidential and accurate documentation of client case notes and files, and adhere to DHS and WSSSA requirements in relation to data collection.
- Coordination of WSSSA responses to statutory and other legal requests for information.
- Participate in the development and review of policies and programs in conjunction with Management and the SA DFV Alliance.
- Monitor service delivery practices to ensure compliance with organisational policies, procedures and legislative requirements.

4. Stakeholder Engagement & Sector Collaboration

- Represent WSSSA at internal and external events.
- Develop and maintain partnerships with government, non-government and community organisations to achieve positive client outcomes.
- Participate in, and at times coordinate, working groups and Communities of Practice specific to DVCL functions within the Alliance context.

5. Cultural Safety & Organisational Contribution

- Promote cultural integrity by improving and embedding understanding of First Nations cultures within the workplace and supporting the development of culturally safe services and workplaces.
- Contribute to organisational initiatives and continuous improvement activities that strengthen service delivery and organisational outcomes.



PERSON SPECIFICATION
Essential Qualifications
A degree level qualification in Social Work which gives eligibility for full membership of the Australian Association of Social Workers
Competencies and Experience
- Experience in provision of leadership, support and supervision to staff within complex programs. - Significant experience in the provision of crisis telephone counselling within a complex and high-demand environment. - Strong understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence. - Empathy and understanding for the social, emotional and wellbeing issues affecting women and children impacted by domestic violence. - Understanding of the theoretical approaches applicable when working with women and children experiencing domestic and family violence. - Ability to make sound assessments of client needs and communicate these clearly to clients. - Ability to motivate and facilitate a high level of team performance by providing positive leadership, management and supervision. - High level of written and verbal communication skills and interpersonal skills, including the ability to liaise, negotiate, advocate and resolve conflict. - Highly organised with ability to manage multiple demands, and strong attention to detail to ensure accurate client data and record keeping. - Strong administration skills, and ability to use MS suite of products and client databases. - High level of adaptability, creativity and the initiative to work independently, and as part of a team. - Strong analytical abilities and decisive problem solving skills. - Ability to analyse and monitor program budgets.
SPECIAL CONDITIONS
- Current full Driver's License and able to drive; - The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check; - This position must be available full time, business hours - Position may be required to fill vacant shifts on phones where no staff are available to cover, hours to be adjusted accordingly - Must be able to work outside normal hours in an on call capacity as required - Flexibility to work cross functionally, and/ or move between WSSSA programs as required, to ensure the achievement of service and operational requirements across the organisation.
GENERAL DUTIES & RESPONSIBILITIES
- Promote and implement high quality services to clients of WSSSA in alignment with WSSSA Practice Model, Service Delivery policies and procedures, WSSSA values and WSSSA Code of Conduct. - Faithfully and diligently, perform the duties consistent with this position as may be varied from time to time by the organisation. - Comply with all laws applicable to the performance of this position and not to enter into any arrangements or understandings that conflict with your duties as a team member of the organisation. - Ensure the health and safety of yourself and others by complying with WSSSA's Work, Health & Safety policies, procedures and guidelines.

**Duty as a Public Officer**

- As a Public Officer, as per the Independent Commissioner against Corruption (ICAC) definition, you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI), any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.