Position Description
Hope Hub Intake and Referral Support Officer

Location:	Hope Hub, Westfield Carindale Shopping Centre, Carindale (and as negotiated)	**Status:**	Casual - 32 hours per fortnight. Wednesday and Friday, 10:00 am – 2:00pm; Thursday, 4:00pm - 8:00pm; and alternating Saturday and Sunday shifts of 4 hours each.
Reports To:	Hope Hub Program Lead	**Salary:**	SCHADS Award: Level 3.1
Direct Reports:	General Manager & Hope Hub Program Lead		

Purpose of the Position

The HOPE Hub Intake and Referral Support Officer is responsible for greeting members of the public who come into HOPE Hub seeking support and offering person-centred and strengths-based assistance based on their presenting needs. This role is primarily responsible for completing intakes, needs assessments and risk screening, recognising that for those who have serious safety concerns relating to experiences of domestic, family or sexual violence, immediate supportive referrals to crisis-based services and/or Police (where deemed appropriate and as led by the individual) must be actioned.

HOPE Hub serves as an information, support and referral centre for any person seeking assistance because of the impacts of domestic and family violence or because they are experiencing other social difficulties and challenges that do not constitute as "high-risk" or necessitate a crisis response (however, HOPE Hub does facilitate appropriate referral pathways and manage emergency procedures when required).

The Intake and Referral Support Officer plays a critical function in representing Beyond DV, coordinating the use of HOPE Hub for the wider community who can benefit from use of the Hub's facilities and meeting space, and providing person-centred care, safety and non-judgemental support for all members of the public who engage with Beyond DV.

Vision: A world where women and children can live with gender equality and without fear of violence.

Mission: To empower and support women and children as they rebuild their lives after domestic and family violence. To actively encourage collaboration between organisations to raise awareness around the issue of domestic and family violence and to provide the most effective support for domestic and family violence survivors.

Values:
Listen and respond with respect and without judgement.
Embrace and acknowledge diversity and the benefits it brings.
Act with integrity and professionalism with all stakeholders
Work as a team with clients and other key stakeholders to achieve the best outcomes.
Develop a sense of community for clients in a safe and supportive environment.
Empower and inspire clients and the community through innovate programs and best practice.

Our Pillars of Work

Our programs and services address Beyond DV's "Five Pillars of Recovery" which we have identified from our hands-on work with individuals and families who have been impacted by domestic and family violence:

1) Social Connection
2) Legal Support
3) Health Support
4) Housing Support
5) Financial Rebuilding.

Key Responsibilities	Expectation
Community Safety, Health and Wellbeing Support	**Responding to Domestic and Family Violence and Community Safety** The Hope Hub Intake, Referral and Support Officer will provide information, and referral support to women, young people, children and individuals who have been impacted by domestic and family violence in adherence to the Domestic and Family Violence Support Services Investment Specification, version 4.0, working across the following activities: • Act as an entry point into the broader service system and work collaboratively with other specialist domestic and family violence and mainstream service providers as part of an integrated domestic and family violence response. • Provide ongoing support where required for women awaiting cross agency placement. • Risk assessment and safety action planning to be undertaken in adherence to the Practice guide 1 – Routine asking and referral (level 1) of the Domestic and Family Violence Common Risk and Safety Framework.

	• Action emergency management/response protocols and appropriate referrals to crisis and emergency services for anyone presenting with immediate safety concerns. **Health and Wellbeing Support** Recognising the diverse range of social, personal and community-based challenges that people attending HOPE Hub may present with, the Intake, Referral and Support Officer must provide person-centred and strengths-based support, inclusive of: • Recognising there are a range of physical health, psychological health and emotional wellbeing needs that exist for individuals, and identifying ways in which HOPE Hub can appropriately and safely facilitate access to services that address unique needs. • Triage the needs of individuals requiring specialist support and effectively link them with appropriate responses within the context of an integrated service response. • Working within Beyond DV's Five Pillars of Recovery Model. • Providing information about services and options available, supporting individual choice and self-determination. • Facilitate pathways to internal Beyond DV programs and services or external support avenues. • Advocate on behalf of community members to access support within the community and social services sector and to government agencies as needed and requested by the client.
Community Awareness Raising and Engagement	**Championing Gender Equality** Beyond DV operates from the evidence-based understanding that domestic and family violence is gender-based violence, and that gender inequality is a significant factor impacting on women's health and wellbeing in Australia, therefore, the HOPE Hub Intake, Referral and Support Officer is required to: • Role-model and champion gender equality and lives free from violence in their interactions with all community members, Beyond DV clients and stakeholders. **Awareness Raising and Community Engagement** To address domestic and family violence and combat social isolation and negative that negatively impacts on women's health and wellbeing, children and young people's opportunity to thrive and community safety the Intake and Support Officer will:

	• Participate in community awareness raising events at HOPE Hub and Westfield Carindale, working to break down destructive myths about domestic and family violence and mental health a conversation at a time. • Help coordinate community-based activities that encourage dialogue about gender inequality, women's health and wellbeing, and the critical role men play in having these conversations and addressing gender-based violence. • Work alongside the wider Beyond DV team to increase community understandings of unhealthy relationships, the importance of mental health and wellbeing, and what support options available to individuals experiencing disadvantage. • Co-ordinate hub office and presentation spaces bookings for visiting community partners and visiting agencies.
System Support	**System Support and Stakeholder Engagement** The Intake, Referral and Support Officer will actively encourage collaboration between organisations to raise awareness around the issue of domestic and family violence and to provide the most effective support for domestic and family violence survivors by: • Maintaining and further developing appropriate referral pathways within an integrated service response to domestic and family violence. • Coordinating and facilitating access to HOPE Hub for other community and social services, supporting their events and activities in the interests of our clients and community safety.
Documentation and Record Keeping	**Case Noting** • Keep accurate, non-judgemental and confidential case notes. • Complete case notes and record keeping in a timely manner. **Documentation and Reporting** • Document "Good News Stories" and key challenges encountered each month, escalating them to the HOPE Hub Program Lead. • Contribute to the production of monthly reports on program activities and KPIs.

Feedback and Continuous Improvement	• Participate in Feedback Loops and Continuous Improvement Activities, • Invite regular feedback from community members involved in HOPE Hub services. • Provide regular updates to the HOPE Hub Coordinator and contribute to the continuous improvement of services. • Engage in ongoing professional development to stay informed of the latest research, therapeutic techniques, and best practices in DFV recovery counselling. • Actively participate in professional development opportunities and team processes, minimum attendance of 85%.
Workplace Health and Safety	• Adhere to Beyond DV security protocols. • Follow all safety protocols and manage identified hazards, ensuring a safe workplace. • Exhibit appropriate safety practices and encourage safe behaviours in day-to-day activities. • Demonstrate a commitment to being part of a psychologically safe work environment. • Practice cultural humility in interactions with staff, clients and stakeholders.

Essential Requirements & **Qualifications:**	• Tertiary qualifications in the areas of Social and Behavioural Sciences or other appropriate qualifications, and/or commensurate experience. • Strong practice background working within a domestic and family violence context. • Positive Notice Blue Card. • Well-developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence. • Knowledge of Queensland Domestic Violence Legislation, particularly *the Domestic and Family Violence Protection Act 2012*. • Right to work in Australia.

	• Working knowledge of strengths-based, person-centred and trauma-informed practice.
Other Relevant Information	• Willingness to be flexible with hours of work outside of normal business hours on occasion to meet operational requirements. • Willingness to travel for work related activities at times. • Willingness to undertake further training and development across Beyond DV functions to support the wider team as needed. • Commitment to professional development.
Skills and Behaviours	• Ability to work both independently and collaboratively as a member of a wider team. • High level of interpersonal, negotiation and mediation skills and the capacity to provide support to women and families impacted by domestic and family violence. • Demonstrates commitment to positive workplace culture. • Demonstrated ability to work in fast paced, high demand and complex work environments, maintaining a calm and supportive disposition and good self-care practices in place. • Ability to implement strong and compassionate professional boundaries. • Works well under pressure, able to meet deadlines and stay calm in difficult situations. • Highly effective planning, organisational and problem-solving skills. • Solid IT skills.