








Ph: 07 3826 1500
 Email: yfs@yfs.org.au
Feedback line: 07 3826 1596
 PO Box 727 Woodridge Qld 4114
 www.yfs.org.au

Role description

Role title	Senior Domestic and Family Violence Practitioner
Team	SHINE
Location	Jimboomba (YFS Office) and rotating co-location between Beaudesert and Jimboomba Police Stations
Classification level	6
Reports to	Program Manager

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The SHINE Senior DFV Practitioner supports the Program Manager with the delivery of responses to women and children who are experiencing domestic and family violence, abuse and coercive control to enhance their safety and well-being. The Senior DFV Practitioner has a key role in the implementation of DFV Practitioners embedded in Police Stations to work alongside QPS to support victim-survivors presenting at the counter.

The Senior Worker will be required to represent YFS at relevant external meetings and forums.

Key accountabilities

Organisation purpose and values

- Apply knowledge of community services and the individual, cultural and community context to service delivery
- Understand the purpose and values of YFS and embed these in client services and staff management processes
- Contribute to the execution of YFS' strategic intent and priorities.

Leadership

- Contribute to leading and influencing a positive workplace culture and the development and maintenance of a cohesive and well-functioning team
- Initiate collaboration with other YFS services to improve service delivery outcomes for YFS clients
- Model behaviour consistent with values and leadership expectations, including self-awareness and resilience
- Contribute to middle management meetings and forums and follow up actions when required.

Operational planning and execution

- Assist in developing accurate, timely data, analysis and reports, including compliance reports, to meet service contract and legal obligations
- Contribute to the planning of programs and projects, and overseeing the day-to-day implementation of operations in accord with relevant program logic and practice frameworks
- Support the Implementation and monitoring of team operational manuals compliant with YFS service delivery standards (including ISO); client satisfaction and client complaint processes; and consistent with a continuous improvement approach
- Participate in program service evaluations and organisational reviews; implement recommendations and monitor the achievement of client outcomes.

Service delivery

- Assist in leading client services that are effective in helping vulnerable people achieve long term change and align with YFS' vision of building independence and participation
- Contribute to the application of relevant practice standards and frameworks including trauma-informed approaches to the program's service delivery
- Identify and respond to changing needs of clients, resolve problems, contribute to improving working processes and procedures to improve service delivery to clients
- Understand the impact of legislation and practice frameworks and standards on work practices and recommend changes to policies and procedures to accommodate changes in external requirements
- Lead immediate case work for victim-survivors referred to the Scenic Rim High Risk Response and attend meetings as required
- In collaboration with the Program Manager, guide and review DFV Practitioners engagement with victim-survivors during co-location and other case work when required
- Co-Location at Beaudesert and Jimboomba Police Stations to provide assistance to victim-survivors presenting at the counter for assistance.
- Deliver direct services in accord with team operational manuals and internal program arrangements and provide back up to staff when dealing with complex clients.

People management

- Contribute to the management of staff through applying contemporary human resource practices including induction, supervision, performance management, professional development, and learning, and building a learning and development culture in the team
- Work in partnership with the Program Manager, YFS Human Resources personnel; executive management and in accord with YFS human resource policies and procedures.

External relationships

- Represent YFS at identified relevant inter-agency networks, community consultations and forums
- Promote, initiate, and develop opportunities for provision of integrated services at YFS and within the wider community
- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients and report on developments
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.
- Work effectively with the Scenic Rim High Risk Response (SR HRR), Logan High Risk Team (HRT) and Integrated Service Response (ISR) to ensure an integrated response to domestic and family violence that is demonstrated by clear and consistent referral pathways, protocols, and joint local initiatives.
- Monitor and oversee DFV Practitioners work alongside QPS to ensure successful integration, increased capacity, and capability of QPS and service delivery outcomes in line with the objectives of the YFS & QPS MOU.

Finance and resource management

- Contribute to the management of program budgets in accord with agreed income and expenditure; and ensure financial expenditure aligns with benchmarks, and that client brokerage is managed in accord with program and YFS guidelines.
- Ensure assets are used in accord with organisational policies and procedures.

Risk management and workplace health and safety

- Identify current and emerging risks, undertake risk assessments utilising the YFS's risk assessment and risk management frameworks, develop contingency plans and implement swift correct action within scope of work or escalate risks to minimise or avoid negative consequences.
- Assist in the management of Workplace Health and Safety practices in accord with legislation, YFS policy, procedures, and standards.
- Work within the standards and principles of a Child Safe Organisation.

Business systems and reporting

- Ensure client and staff planning, reporting, documentation and record keeping requirements are efficiently dealt with using available technology and in line with YFS organisational requirements
- Prepare reports for senior management using professional skills and experience.

Cultural respect

- Ensure service planning and delivery recognises the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.
- Evidence of having leadership and management attributes and a willingness to develop these areas.

Knowledge and experience specific to the role

- Demonstrated knowledge applied in a leadership role of:
 - A Domestic and family violence framework underpinned by a gendered perspective of men's violence against women which considers DFV as both a manifestation and driver of unequal power.
 - *The Domestic and family violence services practice principles, standards, and guidance*, *The Domestic and Family Violence Information Sharing Guidelines* and *The Common Risk and Safety Framework* including risk and lethality indicators.
 - Coercive control, tactics of abuse, patterns of abusive behaviour by people using violence.
 - Issues affecting women and children who are experiencing or have experienced domestic and family violence and engaging women and children through a trauma informed practice to increase safety and wellbeing.
 - *The Domestic and Family Violence Protection Act 2012*, knowledge of court and legislative proceedings as they relate to the Act and working within the domestic violence service system.
- Competently manage and sustain a diverse range of client and stakeholder relationships, using influence and negotiation skills to achieve outcomes for clients.
- Understanding of the cultural considerations and differences in engaging First Nations women and women from Culturally and Linguistically Diverse backgrounds experiencing domestic and family violence, abuse, and coercive control.

Additional skills and experience

- Demonstrated experience in person centred service delivery.
- Demonstrated high level interpersonal skills applicable to managing, developing and supporting staff, resolution of organisational issues, providing advice, and negotiating contracts.
- Ability to develop complex relational practice and person-centred tools and processes; undertake service planning and make recommendations regarding improvements.
- Demonstrated oral and written communication skills together with the ability to interact effectively with a diverse range of people and to maintain confidentiality.
- Demonstrated ability to prepare complex reports for senior management using specialist/advanced communication and computer literacy skills and experience.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities.
- Demonstrated ability to lead a productive, positive, and harmonious team.
- Refer to the level 6 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements:

- Current Queensland C Class driver's license
 - Current First Aid Certificate, or ability to obtain
 - Current Positive Notice Blue Card
 - Current National Police Check
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Additional information

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All people employed by YFS are required to observe its policies and procedures.

Employment in the position will be subject to an annual Performance Plan and Review, with initial appointment subject to a probationary period of five months.