



## **POSITION DESCRIPTION – DFV Practitioner**

**Program Area:** Gympie Region Domestic & Family Violence Service

**Remuneration:** SCHCADS Award - level 5, salary packaging options and flexible working arrangements available

**Location:** Gympie

**Terms:** Contract to 30.06.2026

**Hours:** Full-time, part-time, job-share considered

### **ABOUT US:**

**Vision Statement:** *Our vision is for a socially and culturally safe, inclusive, thriving community that embraces diversity.*

**Mission Statement:** *Community Action Inc works together with the community to provide services that are responsive to the needs of the community.*

### **Values Statement:**

- **Respect and Compassion:** We respect the uniqueness and human rights of every individual and compassion is the basis of our service approach.
- **Collaboration and Innovation:** We are creative and develop collaborative strategies and partnerships to provide quality services tailored to the needs of individuals and the community.
- **Integrity and Accountability:** We are proud of the work we do and are an ethical and transparent organisation that accepts responsibility for our decisions, actions and outcomes.
- **Equity and Diversity:** We are inclusive and celebrate difference and are committed to supporting and advocating for the equal rights of all individuals.
- **Commitment and Investment:** We are committed to strengthening our community by providing services and investing financially through employment and prioritising local purchase of goods and services.

For more information about the organisation, refer to our website: [www.communityactiongympie.com.au](http://www.communityactiongympie.com.au)

### **PRACTICE FRAMEWORK:**

**Human Rights:** We are committed to fostering a workplace environment that is consistent with human rights – free of discrimination and harassment, where all individuals are treated with respect and dignity, can contribute fully, and have equal opportunity. The *Human Rights Act (Qld) 2019* is important to our organisation because it protects the rights of vulnerable community members. We support a human rights culture within our organisation, and across communities in Queensland.

**Diversity & Inclusion:** We recognise, respect, promote and celebrate the value of diversity and adopt and implement inclusive policies and strategies which advance diversity as a positive influence across the organisation. We:

- Acknowledge and respect the traditional owners of the land – Indigenous Australians.
- Recognise and value the multicultural nature of Australian society and our community.
- Promote and encourage a diverse and inclusive work environment by fostering an environment of mutual learning, respect, dignity, openness to other cultures and an appreciation of difference and other perspectives.
- Attract and retain a board of management whose composition reflects a diversity of backgrounds, knowledge, experience and abilities.

- Seek to ensure that business practices, systems and processes do not prevent people from diverse backgrounds having equality of opportunity within the organisation and as far as is reasonably practicable, provide culturally appropriate support services for Australian Indigenous and cultural and linguistically diverse (CALD) clients.
- Educate staff so that they are capable of responding sensitively, sympathetically and justly in any context.
- Attempt to redress any unfair, discriminatory or illegal practices.
- Promote activities which celebrate the diversity of our community.

**Domestic & Family Violence:** We recognise that domestic and family violence is a gendered issue, and that gender inequality is a predominate cause and consequence of domestic and family violence. Domestic and family violence can have lifelong impacts on children and young people who witness and experience violence and significantly impact the relationships between parent, child and community. We operate from a framework that:

- Understands the dynamics of gender, power and control
- Understands the impacts on children and young people
- Is culturally safe
- Is risk focussed
- Is informed by trauma frameworks and attachment theories

**Child Protection:** We are a child friendly organisation, committed to protecting the safety and wellbeing of children and young people from harm and all forms of abuse including physical abuse, emotional or psychological abuse, neglect, sexual abuse and exploitation. Our child protection framework is founded on the international human rights treaty on children's rights – the United Nations Convention of the Rights of the Child and the National Principles for Child Safe Organisations. We have adopted a strengths-based approach to uphold these rights. We are sensitive to cultural diversity while recognising that the child's right to be protected from harm is paramount. We acknowledge the vulnerability of children who enter our services and believe that every child/young person has the right to feel safe and to be protected from all forms of harm.

**Trauma Informed Practice:** We recognise that trauma is an almost universal experience across our client groups and the need to address it is essential for growth and recovery. Our approach recognises and acknowledges trauma and its prevalence, alongside awareness and sensitivity to its dynamics, in all aspects of service delivery. Our framework is strengths-based which embraces a message of hope and optimism that recovery is possible, and is founded on the following principles:

- Safety
- Trustworthiness
- Choice
- Collaboration
- Empowerment
- Respect for diversity

#### **POSITION SUMMARY:**

The DFV Practitioner is responsible for providing crisis intervention, including intake and assessment, crisis counselling and case management to victim-survivors in the Gympie region who are experiencing, or who have experienced, domestic and family violence (DFV). A component of this position involves delivering the Embedded Domestic and Family Violence Practitioner Model at the Gympie Police Station.

The success of the program is dependent on a highly collaborative working relationship between the other Community Action DFV programs, external DFV service providers and the Qld Police Service.

This position requires work that can be emotionally demanding, including work that requires a high level of emotional involvement, work that requires the employee to regulate their emotions, and work that is emotionally disturbing through exposure to other people's trauma.

#### **Key challenges of the role includes:**

- Working with people with varying degrees of trauma background and/or barriers which may result in signs and symptoms which may include frustration, distress, and elevated behaviour responses (including verbal or physical).

- Working with people who may be under the influence of substances which may result in signs and symptoms which may include frustration, distress, and elevated behaviour responses (including verbal or physical).
- Ability to negotiate with emotionally heightened people, including high level de-escalation skills and advocate on their behalf with services that may not have capacity to assist due to limited resources.
- Exposure to distressing or sensitive information with resulting potential for vicarious trauma and/or compassion fatigue.
- Managing a heavy workload with tight deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Ability to perform physical activities for a sustained period. This includes, but is not limited to:
  - Sitting and standing to perform tasks,
  - Twisting, bending, squatting and kneeling,
  - Lifting, carrying and reaching (overhead/forward extension),
  - Pushing and pulling towards and away from the body,
  - Workstation tasks (including use of computers, laptops, iPads and keyboards),
  - Driving – controlling and operation of a vehicle/foot and hand controls.
- Biological hazards – contact with body fluids, bacteria, infectious diseases.

Alongside your workplace health and safety responsibilities, Community Action’s Employee Health and Wellbeing Strategy provides a range of support options and initiatives to benefit the wellbeing of employees.

**REPORTING AND ACCOUNTABILITY:**

The staff member is responsible to and reports directly to the GRDFVS Team Leader Clinical Services and the GRDFVS Manager. In view of the collaborative nature of the organisation, all staff members are also accountable to the General Manager, Operations Manager, board of management and the broader staff team.

**KEY DUTY STATEMENT:**

***1. Working within the organisation:***

<b>No:</b>	<b>Specific Duties</b>	<b>Key Performance Indicators</b>
1.1	Comply with Community Action’s Code of Conduct and Policies and Procedures; and, remain conscious of and responsible for your own impact on your work environment and those around you.	Code of Conduct and Policies and Procedures are adhered to.
1.2	Foster workplace diversity, value individual differences and recognise the positive benefits that can be gained.	Feedback from team members and management.
1.3	Ensure sound knowledge of the purpose and desired outcomes of: the Gympie Region Domestic & Family Violence Service; DFV Support Services Program Guidelines and Investment Specifications; Embedded DFV Specialist Practitioner model; DFV Practice Standards; DFV legislation and, statutory requirements.	Duties are carried out within program funding guidelines and within statutory guidelines.
1.4	Participate in the development of a safe and supportive working environment for all staff, including clear communication paths and consultative decision-making practices.	WHS policy and procedure are followed.  Staff communication policy and procedure are followed.
1.5	Participate in regular and ongoing consultation with staff and the Service Manager to discuss issues that may impact on work practices and professional development in relation to direct work with clients and organisational practices.	Feedback from Manager and team members.
1.6	Participate in support systems within the organisation including staff meetings, team supervision, line supervision, staff appraisals, team development days and professional supervision.	Meetings and supervision are attended.  Team development days are attended.

1.7	Assist in ensuring that the office environment is maintained in a clean, tidy and safe manner and that information and resources are relevant, up-to-date and available.	Office space is inviting & tidy with relevant resources available.  Staff member has a sound knowledge base of resources available.
1.8	Establish and maintain collaborative working relationships with all other Community Action program personnel.	Team member feedback.
1.9	Participate in continuous quality improvement by identifying opportunities for improvement to systems, processes and work practices.	Manager feedback
1.10	Keep full, accurate and confidential records of client work as appropriate for all GRDFVS programs.	Client records are accurate and up-to-date.
1.11	Keep accurate and up-to-date data collection as required by the manager and program/funding guidelines.	Data collection is accurate, up-to-date and submitted on-time/when requested.
1.12	Undertake other duties as directed by the manager.	Requests are carried out.

**2. Provide crisis intervention, crisis counselling, ongoing support and case management to victim-survivors experiencing, or who have experienced, DFV:**

No:	Specific Duties	Key Performance Indicators
2.1	Respond in a timely manner to referrals of persons requiring DFV support, including self-referrals and QPS referrals, using the Redbourne system and referrals from other agencies.	All referrals are recorded on the women's intake list and receive contact attempts and follow up to referrers in line with the GRDFVS service entry policy and procedure.
2.2	Provide effective crisis intervention including intake and assessment, information and referral, crisis counselling, ongoing support and case-management to clients using trauma informed, empowerment and strengths-based practices.	Funded outputs/targets are met.  Number of clients receiving counselling/support services.  Client satisfaction feedback.
2.3	Work within a Case Management Framework according to policy and procedure including: <ul style="list-style-type: none"> <li>• Initial Eligibility Assessment &amp; Intake</li> <li>• Needs Assessment</li> <li>• Case Planning, monitoring &amp; review</li> <li>• Exit planning</li> <li>• Follow up of exited clients.</li> </ul>	Client Service Delivery Policy is followed.  Clients have clearly documented and accurate assessments & intakes, needs assessments, safety plans and case plans, case plans are monitored and reviewed within policy timeframes, planning for exit and follow up is documented and carried out.
2.4	Assist clients to manage risk, cope with crises, plan for safety and/or develop strategies to enhance safety and wellbeing.	Intervention prioritises the client's safety and need for protection.  A comprehensive risk assessment is carried out for all clients: in cases where high or imminent risk is identified, using CRASF; and, in cases where low-medium risk is identified, using the snapshot risk assessment.  All clients have a documented safety plan.
2.5	Coordinate the range of supports needed to effect meaningful change.	Client outcomes feedback.
2.6	Provide support to clients in their dealings with various government departments and organisations and if necessary, provide an advocacy role in these interactions.	Interactions with other agencies / departments are clearly documented.  Stakeholder feedback.

2.7	Ensure cultural appropriateness of services for clients.	Feedback from clients and other staff members.
2.8	Access Brokerage Funding for home security safety upgrades to support clients to remain safely in their own homes (where appropriate).	Home security safety upgrades are arranged following an assessment of risk, and as part of a safety plan.
2.9	Establish and maintain collaborative working relationships with local government and non-government service providers, support agencies and other relevant stakeholders.	Stakeholder feedback.

**3. As part of the Embedded DFV Specialist Practitioner Model, work closely with the Queensland Police Service (QPS) at the Gympie Station to deliver a range of activities aimed at improving the safety of victim-survivors and promoting holding perpetrators to account and improvement of service system integration with QPS:**

No:	Specific Duties	Key Performance Indicators
3.1	Prioritise support for people who attend the Gympie police station seeking support for DFV (including both males and females).	Majority of interventions are initiated from attendance at Gympie police station.
3.2	Undertake crisis intervention including risk and needs assessment and safety planning to address the immediate needs of the victim survivor.	Intervention prioritises the client's safety and need for protection.  A comprehensive risk assessment is carried out for all clients using CRASF.  All clients have a documented safety plan.
3.3	Assist police to engage with the victim-survivor by building rapport and trust.	Feedback from QPS.
3.4	Work with police to promote a better understanding of the dynamics of gender, power and control and to understand and respond to DFV as a pattern of behaviour across the whole of the relationship. Provide information and advice to support identification of the primary victim and predominant aggressor.	Feedback from stakeholders. Feedback from victim-survivors.
3.5	Follow communication and other protocols agreed for the Embedded DFV Specialist Practitioner role within the Gympie Police Station.	Communication protocols are followed.
3.6	Build partnerships with police, government and non-government organisations, including the integrated DFV service response to support the safety and wellbeing of the victim-survivor.	Community feedback
3.7	Utilise allocated brokerage funding as needed to provide practical support (eg. Taxi voucher, phone, clothing) for the victim-survivor to address their immediate needs in line with their support plan.	Quarterly brokerage report.
3.8	Coordinate referrals and access to other appropriate support services.	Case Notes.
3.9	Engage in collaborative debriefing and reflective practice with QPS to continually improve the service.	Feedback from QPS.

**4. Domestic violence applications and court support:**

No:	Specific Duties	Key Performance Indicators
4.1	Assist clients to apply for DFV Protection Orders where appropriate.	Number of protection orders applied.

		Feedback from clients.
4.2	Attend DFV court sittings at the Gympie Magistrates Court when required to support clients and assist Court Support Workers.	Feedback from clients and court staff.
4.3	Establish and maintain collaborative working relationships with the Qld Police Service and Gympie Magistrates Court personnel.	Stakeholder feedback.

**5. Domestic and family violence education, prevention and service integration:**

No:	Specific Duties	Key Performance Indicators
5.1	Support clients to participate in group work that enhances self-esteem, personal wellbeing, safety and responsibility to address the issues of DFV.	Client Feedback.
5.2	When opportunities arise, be available to speak to community groups, schools etc about DFV and the work of Community Action DFV Support Services.	Community Feedback.
5.3	Work in collaboration with the broader Community Action DFV Support Service team, in particular, the DFV Community Partnerships Facilitator, and external stakeholders, to assist in developing a Gympie Region DFV Prevention Strategy and implement a coordinated community response to DFV.	Participation in stakeholder meetings.
5.4	Participate in relevant local network meetings and other community DFV education and prevention events and activities.	Attendance at network meetings.  Attendance at community education and prevention events and activities.
5.5	Exercise initiative to develop and maintain professional and client resources for use in the organisation.	Resources developed.

**PERFORMANCE APPRAISAL:**

This position is subject to a 6-month probationary appraisal (unless probation has already been served – refer to employment contract for further information).

The staff member will participate in annual appraisals of work performance conducted with the Operations Manager and the organisations HR representative to assess the:

- Competence of the employee in the performance of duties
- Achievement of goals set for the position
- To establish general and training goals for the next 12 months.

**SELECTION CRITERIA:**

**Essential:**

- Demonstrated knowledge and understanding of the impacts of DFV on victim-survivors and the ability to respond effectively in a sensitive and confidential manner.
- Demonstrated understanding of safety issues for people affected by DFV, and staff assisting them.
- Demonstrated knowledge of the relevant legal processes and legislation relevant to DFV.
- Demonstrated understanding of the social, political and gendered nature of DFV from a feminist perspective.
- Demonstrated ability to work in crisis intervention and from a case management framework.
- Demonstrated ability to work in partnership with workers from a range of sectors in order to achieve client outcomes.
- Ability to work in a community-based organisation, to participate within a staff team in a collaborative and supportive manner, and the capacity to work both independently and as part of a team.

- Ability to work within a police station and closely with police officers whose practice frameworks and work practices differ to those used within human services work.
- High level intake and assessment interviewing skills.

**Desirable:**

- Relevant tertiary qualifications in the human services field eg. Bachelor Psychology, Bachelor Counselling, Bachelor Human Services/Social Work majoring in Counselling or similar.
- Demonstrated experience working in the DFV sector.
- A knowledge and understanding of trauma informed practice.

**Personal Attributes:**

- Alignment to the values and practice framework of the organisation.
- High level of professionalism, confidentiality and discretion.
- Well developed interpersonal and communication skills.
- Ability to work cross-culturally.
- Capacity to cope with people in distress and people presenting with complex and challenging behaviours.
- Positive and collaborative team player.
- Adaptability and flexibility to changing work environments and requirements.

**Mandatory Requirements:**

- Current Driver's licence.
- The applicant must be a holder of a current Blue Card for child related employment.
- Eligibility to work in Australia.