

## **JOB DESCRIPTION**

### **DOMESTIC VIOLENCE PROGRAM (SAAP)**

#### **CRISIS SUPPORT WORKER POSITION**

##### **The Employer**

The Immigrant Women's Support Service (IWSS) is a community-based organisation that works with women and children of non-English speaking backgrounds (NESB) who are or have experienced domestic and/or sexual violence.

IWSS has two funded programs that operate within a cross-cultural and feminist framework:

- Domestic Violence Program, and
- Sexual Assault Program.

IWSS employs bicultural/bilingual workers who possess relevant tertiary qualifications and engages professional interpreters when required or requested by women. IWSS works from within a feminist framework which values cultural diversity and recognises the disadvantages faced by women and children of NESB that arise from the structural inequalities existing in society.

##### **Domestic Violence Program**

The position of Crisis Support Worker is within the Domestic Violence Program (DV Program). The DV Program provides a timely and culturally appropriate response to women and children from NESB who are experiencing domestic violence *perpetrated by an intimate partner or spouse*. The DV Program recognises that women and children have the right to live in safety and security, and to access services that will assist them to live independently, free from violence. The DV Program also recognises that the impact of violence against women and children is multifarious and that there may be physical, emotional, psychological, social, legal, financial and political repercussions. The DV Program provides crisis support and in some instances ongoing support services (case management) that is flexible and directly informed by women and children who are accessing the service.

IWSS is funded by the Commonwealth and State Governments.

##### **The Position**

This position requires a person who is qualified in social work, community, welfare or a related field and who is able to work with women and children from diverse cultural, linguistic and socio-economic backgrounds and women of different ages.

The main purpose of this position is to ensure that:

- the response of the Service is immediate;
- the service to victims/survivors of domestic violence is provided in accordance with the philosophy of the organisation;
- the experiences of victims/survivors of domestic violence inform the policy and reform work of the service;

The position reports directly to the Crisis Support Team Leader.

### **Work Place Structure**

The worker must be able to work in accordance with the IWSS philosophy and within the structure of the organisation.

The worker shall work as a cooperative team member and is accountable to the IWSS Coordinator and the Management Committee through the Crisis Support Team Leader.

### **Duties**

1. Provide face-to-face and/or telephone feminist domestic violence interventions, implementation of the case management system (including crisis intervention), information, support and advocacy and follow-up support work to women of NESB and their children who are or have experienced domestic violence.
2. Provide information, options, advocacy, support and referrals regarding emergency accommodation services, legal and medical procedures and processes, financial assistance, housing and interpreting services.
3. Maintain updated knowledge of the law, resources and services related to domestic violence.
4. Prepare correspondence and reports in consultation with the Crisis Support Team Leader.
5. Assist women from NESB and their children to access relevant services, support groups, educational institutions and community networks.
6. Deliver information on domestic violence, the law and services in a clear and understandable manner to women and to ethnic communities.
7. Maintain accurate records, including statistical data as well as other administrative systems as required by the Service and the funding body.

8. Assist the agency in lobbying, law reform and policy development activities, as delegated and approved by the Coordinator.
9. Attend regular crisis support team meetings, staff meetings, team reflection meetings and supervision sessions. Management Committee meetings and sub-committee meetings, as required.
10. Represent the Service and provide information at relevant conferences, seminars, network meetings and other forums, including as part of a community education plan as assigned by the Crisis Support Team Leader or the Coordinator.
11. Other tasks to assist the agency, as negotiated by the Crisis Support Team Leader or Coordinator from time to time.

### **Selection Criteria**

The worker must have:

1. Relevant tertiary qualifications in the areas of Social Work, Social or Behavioural Sciences.
2. Understanding of and commitment to the philosophy of the agency, and an understanding of and commitment to working within a feminist framework.
3. An understanding of domestic violence and Queensland *Domestic Violence Family Protection Act 1989* and its amendments.
4. Demonstrated knowledge of case management principles and implementations.
5. A demonstrated ability to work cross-culturally as well as an understanding of issues impacting upon women from non-English speaking backgrounds, particularly in domestic violence situations.
6. An ability to work in a professional manner, eg. confidentiality, non-judgemental, non-directive.
7. Knowledge of resources available, particularly the Australian legal welfare systems.
8. Sound written and oral skills, including cross-cultural communication and the ability to represent the Service in a range of community education forums.
9. Planning and time management skills (prioritising work plan).
10. An ability to adhere to accountability procedures and to work co-operatively within a team.
11. A current driver's licence.

12. **Desirable:** A language other than English.

Due to the nature of the services provided by IWSS, we adopt Section 25 of the Anti-Discrimination Act 1991, which enables the service to employ women only on the basis of “genuine occupational requirements.”