

Information Pack

Hearing Support Worker Domestic & Family Violence

Due to significant growth TFSS is looking for a full-time fixed-term Hearing Support Worker to be part of the Women's Domestic Violence Court Advocacy Service (WDVCAS) team. The position is full-time (35 hours) per week for a fixed-term period concluding 31 August 2023, due to Government funding.

The Hearing Support Worker will assist clients in regard to defended hearings in the Local Court for Apprehended Domestic Violence Order and/or domestic and family violence related criminal charge matters. The aim of the role is to empower clients to safely participate in the court process and attend hearings.

This position is physically based in Tamworth and requires regular travel throughout the Oxley Police District and other service areas.

All staff are valued and respected and are presented with genuine opportunities to develop their full potential. TFSS also recognises the importance of a healthy work/life balance, and you may enjoy some flexibility in your working hours, if required.

Remuneration for this role will be paid at an hourly rate of between \$39.26 and \$46.95 dependent on relevant skills and experience. In addition, salary packaging benefits are available for TFSS staff, where you can package up to \$15,900 tax- free per annum.

Included in this package you will find the:

- Position Description, including the Competencies and Outcomes required for the position

Please return your application(s) to: Human Resources Officer
TFSS
P.O. Box 1088
TAMWORTH NSW 2340

or via email to: applications@tfss.com.au

Please ensure that you include the following in your application(s):

- Your up to date resume, including three work-related referees (including one from your current manager) and,
- A cover letter outlining your suitability for the role and how you meet each of the Competencies and Outcomes as listed in the position description for this position.

Selection for interview will be based on:

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the competencies and Outcomes

Applications close when the position is filled

Position Description	
1. Position Title	Hearing Support Worker Domestic and Family Violence
2. Service	Domestic Violence Services
3. Program	Women's Domestic Violence Court Advocacy Service (WDVCAS)
4. Location	Tamworth and requires regular travel between communities within the Oxley Police District and other service areas
5. Reporting Manager/ Team Leader	Service Stream 6 Manager
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and community services employee, Level 4-5 dependant of qualifications and experience
8. Position Terms	35 hours per week fixed term to 31 August 2023 (subject to funding)
9. Probationary Period	6 months

Competencies and Outcomes
<p>Essential:</p> <p>I. Being female is a genuine occupational requirement of this position and an exemption has been granted under the Anti-Discrimination Act (1977).</p> <p>Prerequisites:</p> <ul style="list-style-type: none"> • Relevant Degree with relevant experience; • Associate Diploma with substantial experience; • Qualifications in more than one discipline; • Less formal qualifications with specialised skills sufficient to perform at this level; or • Attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required. <p>II. Demonstrated ability to network/liaise with community service providers.</p> <p>III. Extensive knowledge of Domestic and Family Violence</p> <p>IV. Understanding of cultural issues with the ability to work with minority groups such as those of Aboriginal and Torres Strait Islander and non-English speaking backgrounds.</p> <p>V. Detailed understanding of the child protection framework and mandatory reporting requirements</p> <p>VI. Current clearance in relation to Working with Children and or other relevant NSW Police Force checks.</p> <p>VII. Driver's Licence</p> <p>VIII. Proof of Covid – 19 Vaccination</p>
<p>Desirable:</p> <p>I. An understanding of TFSS Programs</p> <p>II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines</p> <p>III. Understanding of the demographics and relevant issues within the geographical area of the program</p> <p>IV. Registered and comprehensively insured motor vehicle</p> <p>V. National Police Criminal History Check</p> <p>VI. First Aid Certificate</p>

Organisation Objectives

TFSS is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 90 staff across all programs, with offices in Tamworth, Armidale, Inverell, Gunnedah, Narrabri, and Moree.

TFSS comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

TFSS Vision

Thriving Communities, Endless Possibilities

TFSS Values

TFSS is supported by a set of values which guide the way we work, make decisions and provide services. We define these values as:

- Diversity: To accept and appreciate differences
- Integrity: To always act with honesty and professionalism
- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Partnerships: To work collaboratively to deliver the best outcomes

Program and Position Objectives

The Hearing Support Pilot aims to enable WDVCA's to provide specialist hearing support to women victims of domestic and family violence to address barriers to court attendance and reduce the stress and trauma associated with the court process.

The work of the Hearing Support Worker includes, but is not limited to, the following:

- Contacting clients in a timely manner, assessing risk and undertaking safety planning in relation to clients' attendance at court for hearing
- Explaining the court process and accompanying clients to court for hearing
- Liaising with Police and court staff to ensure clients have access to remote witness facilities/AVL, safe rooms, qualified interpreters and other supports as needed
- Liaising with Police, Sheriff's officers and court staff to support clients' safety at court (e.g., to prevent harassment or intimidation by defendants)
- Where the accused is self-represented, working with Police and court staff to arrange a Court Appointed Questioner where available to ask questions on behalf of the accused
- Arranging assistance with transport and childcare for clients to enable attendance at hearing
- Assisting with the organisation of Police Prosecutor Clinics and attending the clinics each month
- Liaising with the SAM Coordinator about clients at 'serious threat'

Program and Position Objectives

- Providing relevant information and making referrals to assist clients with their ongoing needs
- Developing and maintaining strong working relationships with key partners including Police, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services
- Complying with the WDVCAP Policy and Procedure Manual, the Domestic Violence Information Sharing Protocol and other relevant documents
- Fulfilling reporting requirements as needed.

Essential Skills and Knowledge

- Understanding of the dynamics, complexities, and legal and social welfare consequences of domestic and family violence
- Understanding of the criminal justice response to domestic and family violence including ADVOs and criminal prosecutions Ability to work autonomously with limited supervision
- Knowledge of related legal matters such as family law, care and protection, migration, and victim’s compensation issues
- Ability to deliver services in accordance with the WDVCAP model of service delivery outlined in the WDVCAP Policy and Procedure Manual and other relevant documents
- Experience in maintaining boundaries with vulnerable clients in complex situations
- Excellent communication and interpersonal skills, particularly in negotiation, advocacy, and conflict resolution
- Demonstrated ability to engage effectively with clients in crisis and provide appropriate, trauma-informed support
- Excellent organisational administrative and networking skills

Key Capabilities

Stream	Descriptor	Tier
Community and Interagency Relations (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and stakeholders	1.3.1 Reviews and manages services in response to changing needs of relevant groups in the community.
	Community	1.3.2 Represents the organisation and promotes awareness of key issues in community networks
	Partnerships and collaboration	1.2.3 Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes.
	Knowledge of Community	1.3.4 Demonstrates high level understanding of the sector and the work of other relevant organisations
	Social Justice	1.4.5 Demonstrates commitment to social justice and social inclusion and the development of a strong homelessness/domestic violence service sector.

Key Capabilities		
Stream	Descriptor	Tier
Professionalism (Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)	Time Management	2.3.1 Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
	Ethics	2.4.2 Models organisational values and preferred behaviours and promotes the Code of Conduct.
	Taking Responsibility	2.3.3 Delegates to develop staff and accepts responsibility for actions of staff and teams under authority
	Problem solving	2.3.4 Implements systems to address adverse events and problems and assists teams to take a proactive approach to problem solving
	Initiative and Enterprise	1.4.5 2.4.5 Encourages teams to show initiative and looks for ways to work more dynamically.
Communication (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy	3.3.1 Articulates clear and persuasive messages about key issues when advocating or negotiating for clients, members and on behalf of the organisation.
	Written Communication	3.2.2 Writes accurate, clear and informative reports and communications that meet the needs of their intended audiences.
	Verbal Communication Public Speaking	3.3.3 Provides informed, meaningful and relevant messages when communicating with staff, clients and members. 3.3.4 Makes convincing presentations, using a range of media, to communicate key issues
	Interpersonal Skills	3.3.5 Models self-awareness, self-management and social awareness in communications, problem solving and conflict resolution
Leadership and Teamwork (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	United Vision	4.2.1 Generates ideas for innovation and enhanced working practices to achieve organisational mission.
	Strategic Focus	4.2.2 Contributes to team plans and relates team work to strategic objectives.
	Team Dynamics	4.2.3 Offers constructive feedback and provides balanced and informed perspective at team meetings.
	Conflict Management	4.2.4 Recognises the differences of opinion and work towards the resolution of team conflict.
	Diversity	4.2.5 Builds team spirit and supports team members development.

Key Capabilities		
Stream	Descriptor	Tier
Resources, Assets and Sustainability. (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability.	Procurement Equipment and assets	5.2.3 Researches market and attains value for money when making purchases or contracting work. 5.1.4 Takes care when using and maintaining equipment and aids.
Service Delivery (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Reflective Practice Knowledge of client issues Client Outcomes Diversity Client confidentiality and dignity	6.2. 1 Demonstrates reflective and evidence-based practice. 6.3.2 Demonstrates detailed knowledge of client member issues and builds research links. 6.2.3 Provides clients with high quality service and appropriate referrals 6.4.4 Champions respect for diversity and importance of culturally appropriate behaviour. 6.4.5 Fosters a culture of respect for client's confidentiality and dignity
Program Management and Policy Development Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices.	Policy Development and Implementation Program Development Achieving Results Complaints handling and continuous improvement	7.2.1 Participates in the review and development of policies and utilises policy and procedures to guide work practices. 7.2.2 Contributes to program objectives, develops and implements simple project plans. 7.2.3 Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets. 7.2.5 Utilises feedback from complaints to improve programs and reviews own performance

Key Capabilities		
Stream	Descriptor	Tier
Change and Responsiveness (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability	8.2.1 Support change management and assists others to adapt and adjust to change.
	Multi-skilling	8.2.2 Works collaboratively with people from different disciplines and share skills and knowledge.
	Creativity and Innovation	8.3.3 Establishes ways to capture, communicate and share innovative ideas and practices
	Technology	8.2.4 Supports the use of new technology and develops skills to master new technology.
	Learning and Development	8.2.5 Maintains awareness of own skill and skill needs, actively works to address skills gaps and assists others to identify.
Governance and Compliance (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Strategy	9.2.1 Contributes to team work plan and ensures that own work outcomes are achieved.
	Quality	9.2.2 Contributes to the enhancement of quality practices and ensures that own work meets the organisations quality requirements
	Risk Management	9.1.3 Ensures that risks are identified and reported in own work context.
	WHS	9.2.4 Contributing to the identification of WHS risks and hazards and ensures safety in their own work context.
	Legislation and Compliance	9.3.5 Manages work practices to comply with relevant legislation and licensing requirements.

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> Build and maintain a professional rapport with each service program within TFSS Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998] Prioritise to achieve the objectives of TFSS and the objectives of each program Provide appropriate communication based on the audience receiving Follow processes and systems to maintain accurate records. 	As per TFSS policies and procedures
Responsibilities	To contribute to the operational objectives of the work area, a position at this level may include some of the following: <ul style="list-style-type: none"> Responsibility for a range of functions within the organisation requiring a high level of knowledge and skills; 	As required

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> • Undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration; • Undertake a minor phase of a broader or more complex professional assignment; • Assist with the preparation of or prepare organisation or program budgets in liaison with management; • Set priorities and monitor work flow in the areas of responsibility; • Provide expert advice to employees classified at lower levels and/or volunteers; • Exercise judgment and initiative where procedures are not clearly defined; • Understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required; • Monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation; • Undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation • Undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing; • Operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee; • Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation; • Plan, co-ordinate, implement and administer the activities and policies including preparation of budget; • Develop, plan and supervise the implementation of educational and/or developmental programs for clients; • Plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting; 	As required

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> Where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following: <ul style="list-style-type: none"> under general direction undertake a variety of tasks of a specialised and/or detailed nature; exercise professional judgment within prescribed areas; carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation; provide reports on progress of program activities including recommendations; exercise a high level of interpersonal skills in dealing with the public and other organisations; Plan, develop and operate a community service organisation of a moderately complex nature. 	
Workplace Standards	<ul style="list-style-type: none"> Comply with the Quality Improvement Policy Promote and demonstrate a commitment to continuous improvement across TFSS Understand and comply with TFSS policies, procedures and workplace standards Maintain and ensure privacy and confidentiality Take active responsibility for your own well being in the workplace and gain assistance if required Use TFSS resources efficiently and effectively and treat them with due care Advise your manager or team leader of any obligations in relation to secondary employment Report any improper conduct Assist in the general maintenance, cleanliness and presentation of workplace facilities 	As per TFSS policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> Knowledge of organisational programs, policies and activities; Sound discipline knowledge gained through experience; Knowledge of the role of the organisation, its structure and services. 	As required
Organisational relationships	<ul style="list-style-type: none"> Work under general direction; Supervise other employees and/or volunteers 	As required
Finance and Administration	<ul style="list-style-type: none"> Accurately and objectively report feedback Ensure completion of timesheets and have them sent through to the Program Manager weekly/fortnightly Ensure all appropriate receipts and travel claims are sent through with time sheets 	As per TFSS policies and procedures

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Professional Development	<ul style="list-style-type: none"> Actively participate in supervision Assist management to identify employee's own professional development needs Attend relevant professional development opportunities in order to fulfil your role Participate in cultural competencies, training and activities Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service Actively participate in a service evaluation and staff appraisals, review of job descriptions Attend relevant meetings in relation to your role 	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>
Safety & Risk Management	<ul style="list-style-type: none"> Take reasonable care of your own health and safety Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act Raise any concerns in relation to WHS with your Health and Safety Representative or Manager Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately Report to work in a fit and proper condition, so that you are able to competently undertake your duties 	As per TFSS policies and procedures
Client Safety & Child Protection	<ul style="list-style-type: none"> Provide a safe, comfortable physical environment for clients and their children. As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people. Report any misconduct committed by staff against a person under 18 years Ensure that your actions do not expose clients or children to harm Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW) 	<p>As per Children's and Young Person's (Care and Protection) Act</p> <p>Chapter 16 A</p>

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> • 	
Professionalism and Conduct	<ul style="list-style-type: none"> • Work as part of a team in delivering quality outcomes for TFSS • Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders 	As per TFSS policies and procedures
Complaints	<ul style="list-style-type: none"> • All complaints are acted on and handled within policy • Manager is aware of complaints ASAP 	As per TFSS policies and procedures

Extent of Authority
<ul style="list-style-type: none"> • Act within policy and procedure • Make final decisions within the case planning practice • Exercise a degree of autonomy; • Control projects and/or programs; • Set outcomes for lower classified staff; • Establish priorities and monitor work flow in areas of responsibility; • Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.

Decisions that are Referred to your Direct Supervisor
<p>All issues that require a sign off/approval from the Service Stream Manager or those with the delegation of authority to do so;</p> <ul style="list-style-type: none"> • Issues outside of policy guidelines • Complaints from families or service providers • Requests for new business from Funding Bodies • Complaints from Funding Bodies

Conditions of Employment:
<p>All TFSS workers are bound by the terms and conditions contained in the TFSS Letter of Engagement, the Position Description, the relevant Industrial Award(s), TFSS Policies, Procedures and the TFSS Code of Conduct, as amended and as endorsed by the TFSS Management Committee from time to time.</p> <p>It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.</p>

Employee's Signature

Dated

Employee's Name

Manager/CEO's Signature

Dated

Manager/CEO's Name