

Information Pack

Domestic and Family Violence Specialist Worker (Multicultural Focus)

TFSS is looking for a full-time fixed-term Domestic and Family Violence Specialist Worker (Multicultural Focus) 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 30 June 2024, due to Government funding cycles.

The WDVCAS program advocates on behalf of women and children who have experienced, or are experiencing, domestic violence and facilitates their access to the justice system to obtain effective legal protection. The Domestic and Family Violence Specialist Worker (Multicultural Focus) exercises a high degree of autonomy and provides high level advice regarding how to ensure the WDVCAS is relevant, accessible and responsive to women and children from a multicultural background.

This position is physically based in the WDVCAS New England Region in Armidale and requires regular travel throughout the New England 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 will enjoy some flexibility in your working hours if required.

Remuneration for this role will be paid at an hourly rate of between \$43.08 and \$51.51 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 the package you will find:

- The Job/Position Description including the Competencies and Outcomes required for the position.

Please return your application 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

Those from multicultural backgrounds and Aboriginal and Torres Strait Islander people are encouraged to apply.

Applications close when the position is filled.

Position Description	
1. Position Title	Domestic and Family Violence Specialist Worker (Multicultural Focus)
2. Service	Homelessness and Domestic Violence Services
3. Program	Women's Domestic Violence Court Advocacy Service (WDVCAS)
4. Location	WDVCAS New England Region and requires regular travel between communities within the New England and Oxley Police Districts.
5. Reporting Manager/ Coordinator	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, or 5
8. Position Terms	35 hours per week fixed term to 30 June 2025
9. Probation Period	6 months

Selection Criteria
<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> <p>II. Associate diploma with relevant experience; – lesser formal qualifications with substantial years of relevant experience; or – Attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities, – Employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level.</p> <p>III. Demonstrated specialist knowledge of cultural barriers in the Domestic and Family Violence (DFV) context, particularly as they affect women and children from a multicultural background.</p> <p>IV. Demonstrated ability to support communities to value diversity and the importance of culturally safe behaviours.</p> <p>V. Demonstrated understanding of the necessary skills required for effective advocacy and the key elements of effective communication to a variety of audiences.</p> <p>VI. Demonstrated experience of innovative work practice to achieve program objectives.</p> <p>VII. Current clearance in relation to Working with Children and or other relevant NSW Police Force checks.</p> <p>VIII. Current driver's license.</p> <p>IX. Registered and Insured Motor Vehicle (may be required for work use) Demonstrated experience of innovative work practice to achieve program objectives.</p> <p>X. Current clearance in relation to Working with Children.</p> <p>XI. Current driver's license.</p> <p>XII. Proof of COVID – 19 Vaccination</p>

Selection Criteria

Desirable:

- I. An understanding of the TFSS Programs.
- II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines.
- III. Understanding of the demographics and relevant issues within the geographical area of the program.
- IV. Registered and comprehensively insured motor vehicle.
- V. National Police Criminal History Check.
First Aid Certificate.

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 80 staff across all programs, operating in Tamworth and surrounding areas including Armidale, Inverell, Gunnedah, Narrabri, Quirindi, Manilla and Barraba. TFSS now 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:

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

Program and Position Objectives

WDVCAS's are funded by Legal Aid NSW. The role of the WDVCAS program is to provide a high quality holistic service to women and children who have experienced or are experiencing domestic violence.

Our purpose is to:

- Assist women and children to obtain effective legal protection from NSW Local Courts through applications for Apprehended Domestic Violence Orders (ADVO) designed to meet their specific needs
- Ensure access to and understanding of the ADVO and criminal justice process, and to refer to appropriate and effective legal representation

Program and Position Objectives

- Facilitate women and children to access a network of professional services that can assist them with their legal and social welfare needs
- Work collaboratively with communities and other services to build capacity to respond effectively to Domestic and Family Violence

The work of the Specialist Worker (Multicultural Focus) includes but is not limited to the following duties:

- Accepting electronic referrals from the CRP and non-electronic referrals direct from government agencies and non-government services;
- Contacting clients referred to the WDV CAS in a timely manner, conducting a threat assessment to ascertain their current risk status and undertaking safety planning to address a client's immediate safety needs;
- Liaising with the SAM Coordinator to ensure all clients assessed as 'at serious threat' are placed on the agenda for the next SAM when necessary;
- Providing relevant information and making warm referrals to a range of service providers to assist clients with their ongoing needs;
- Liaising with clients in relation to Safety Action Plans developed at SAMs and/or support provided, or arranged, by the WDV CASs;
- Attending court on AVO list days and other days as required, in particular, mentions, hearings, criminal charge matters to provide information, assistance and referral and court advocacy for WDV CAS clients and in particular multicultural women and children, as directed by the WDV CAS Manager;
- Developing and maintaining strong working relationships with key WDV CAS partners including the NSW Police Force, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services;
- Complying with the SAM Manual and the Domestic Violence Information Sharing Protocol;
- Fulfilling reporting requirements for the WDV CAP database and the CRP in line with the WDV CAP Service Agreement, the WDV CAP Policy and Procedure Manual and SAM Manual;
- Assisting the SAM Coordinator to develop and administer policies, systems and processes for the effective operation of the WDV CAS and SAMs;
- Developing solid working relationships and referral networks with local services that respond to the particular needs of multicultural women and children;
- Developing links with local multicultural communities to promote the services of the WDV CAS and encourage women to use the services of the WDV CAS;
- Participating in local multicultural and general community activities to promote the services of the WDV CAS;
- Providing high level advice to the Manager to develop and implement strategies aimed at making WDV CAS services relevant, accessible and responsive to the needs of multicultural women and children; and
- Providing advice to the Manager about local issues affecting multicultural clients and access to WDV CAS services and legal processes.

Essential Skills and Knowledge

- Understanding of domestic and family violence, its complexities and consequences;
- Understanding of impact of domestic and family violence on multicultural women and children, and sensitivity to their needs, in particular women who are isolated, newly arrived and/or refugee women, and women with limited language skills;
- Knowledge and understanding of the criminal justice response to domestic and family violence including

Essential Skills and Knowledge

- AVO applications and criminal prosecutions and related legal matters such as family law, care and protection, migration and victim’s compensation issues;
- Ability to deliver services in accordance with the WDV CAP best practice model of service delivery outlined in the WDV CAP Service Agreement, this Policy and Procedure Manual, the SAM Manual and other operational documents;
- Ability to work within local multicultural communities and the broader community to promote awareness of domestic and family violence and WDV CAS services;
- Ability to implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of WDV CAS services to a diverse range of women and children;
- Excellent communication skills, particularly in negotiation, advocacy and conflict resolution;
- Knowledge of and an ability to work effectively with interpreter services;
- Excellent networking skills;
- Demonstrated ability to engage effectively with clients in crisis and provide appropriate, trauma-informed support;
- Excellent organisational and administrative skills;
- At least one other community language and/or a good understanding of issues affecting women and children of multicultural backgrounds; and
- Current clearance in relation to Working with Children or other relevant NSW Police Force checks.
- Excellent organisational and administrative 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	1.2.1 Researches community’s needs and concerns and provides community development/education.
	Community	1.2.2 Participates effectively in network meetings to advance organisational objectives.
	Partnerships and collaboration	1.2.3 Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes.
	Knowledge of Community	1.2.4 Maintains detailed understanding of current community issues and knowledge of relevant organisations.
	Social Justice	1.4.5 Demonstrates commitment to social justice and social inclusion and the development of a strong service sector.
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.

Key Capabilities		
Stream	Descriptor	Tier
	<p>Taking Responsibility</p> <p>Problem solving</p> <p>Initiative and Enterprise</p>	<p>2.2.3 Takes responsibility for work outcomes and assists others to understand the role and responsibilities.</p> <p>2.2.4 Assists with resolution of clients and colleagues problems.</p> <p>2.1.5 Contributes to ideas for improved ways of working.</p>
<p>Communication (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)</p>	<p>Advocacy</p> <p>Written Communication</p>	<p>3.2.1 Advocates for clients to advance their interests, <i>and</i></p> <p>3.3.1 Articulates clear and persuasive messages about key issues when advocating or negotiating for clients on behalf of the organisation.</p> <p>3.2.2 Writes accurate, clear and informative reports and communications that meets the needs of the intended audience.</p>
	<p>Verbal Communication</p> <p>Public</p> <p>Interpersonal Skills</p>	<p>1.2.3 Articulates clear and respectful messages and information to clients and colleagues.</p> <p>1.2.4 Uses relevant facts to express clear and logical arguments in meetings and other forums.</p> <p>3.2.5 Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications.</p>
<p>Leadership and Teamwork (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)</p>	<p>United/Shared Vision</p> <p>Strategic Focus</p> <p>Team Building</p> <p>Conflict Management</p> <p>Diversity</p>	<p>4.2.1 Generates ideas for innovation and enhanced working practices to achieve program goals and organisational mission.</p> <p>4.2.2 Contributes to team plans and relates teamwork to strategic objectives.</p> <p>4.2.3 Offers constructive feedback and provides balanced and informed perspectives at team meetings.</p> <p>4.2.4 Recognises differences of opinion and works towards the resolution of team conflict.</p> <p>4.2.5 Values team spirit and diversity and supports team development.</p>
<p>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.)</p>	<p>Equipment and assets</p>	<p>5.1.4 Takes care when using and maintaining equipment and aids.</p>

Key Capabilities		
Stream	Descriptor	Tier
<p>Service Delivery (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)</p>	<p>Reflective Practice</p> <p>Knowledge of client issues</p> <p>Client Outcomes</p> <p>Diversity</p> <p>Client confidentiality and dignity</p>	<p>6.2.1 Demonstrates reflective and evidence based practice.</p> <p>6.2.2 Builds knowledge of client issues and requirements to improve practice.</p> <p>6.2.3 Provides clients with high quality service and appropriate referrals.</p> <p>6.4.4 Champions respect for diversity and importance of culturally appropriate behaviour.</p> <p>6.4.5 Fosters a culture of respect for clients confidentiality and dignity.</p>
<p>Program Management and Policy Development</p> <p>Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices</p>	<p>Policy Development and Implementation</p>	<p>7.2.1 Participates in the review and development of policies and utilises policy and procedures to guide work practices.</p>
<p>Program Management and Policy Development</p> <p>Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices</p>	<p>Program Development</p> <p>Achieving Results</p> <p>Complaints handling and continuous improvement</p>	<p>7.2.2 Contributes to program objectives, develops and implements simple project plans.</p> <p>7.2.3 Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets.</p> <p>7.2.5 Utilises feedback from complaints to improve programmes and reviews own performance.</p>
<p>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)</p>	<p>Change adaptability</p> <p>Multi-skilling</p> <p>Creativity and Innovation</p> <p>Learning and development</p>	<p>8.2.1 Supports change management and assists others to adapt and adjust to change.</p> <p>8.2.2 Works collaboratively with people from different disciplines and shares knowledge and skills.</p> <p>8.2.3 Generates and shares ideas and encourages others to reflect on activities and develop ideas for innovation and improvement.</p> <p>8.2.5 Maintains awareness of own skill and skill needs, actively works to address skills gaps and assists others to identify.</p>

Key Capabilities		
Stream	Descriptor	Tier
Governance and Compliance (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Strategic Planning	9.2.1 Contributes to team work plans and ensures that own work outcomes are achieved.
	Quality	9.2.2 Contributes to enhancement of quality practices and ensures that own work meets 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	9.35 Manages work practices to comply with relevant legislation and licensing requirements.

Position Specific Functions		
Performance Area	Expected Outcomes	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	<p>To contribute to the operational objectives of the workplace, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> • Undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined; • Perform duties of a specialised nature requiring the development of expertise over time or previous knowledge; • Identification of specific or desired performance outcomes; • Contribute to interpretation and administration of areas of work for which there are no clearly established procedures; • Expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical 	As required

Position Specific Functions		
Performance Area	Expected Outcomes	Performance Indicator/s
	<p>knowledge and skills where procedures are not clearly defined</p> <ul style="list-style-type: none"> • Although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints; • Provide administrative support of a complex nature to senior employees; • Exercise responsibility for various functions within a work area; • Provide assistance on grant applications including basic research or collection of data; • Undertake a wide range of activities associated with program activity or service delivery; • Develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material; • Provide a reference and research information service and technical service including the facility to understand and develop technologically based systems; • Where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following: <ul style="list-style-type: none"> – liaise with other professionals at a technical/professional level; – discuss techniques, procedures and/or results with clients on straight forward matters; – lead a team within a specialised project; – provide a reference, research and/or technical information service; – carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods; – perform a range of planning functions which may require exercising knowledge of statutory and legal requirements; – assist senior employees with the planning and co-ordination of a community program of a complex nature. 	

Position Specific Functions		
Performance Area	Expected Outcomes	Performance Indicator/s
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 statutory requirements relevant to work; Knowledge of organisational programs, policies and activities; Sound discipline knowledge gained through experience, training or education; Knowledge of the role of the organisation and its structure and service; Specialists require an understanding of the underlying principles in the discipline. 	As required
Organisational relationships	<ul style="list-style-type: none"> Works under general direction; Supervises other staff and/or volunteers or works in a specialised field. 	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 Service Stream Manager weekly/fortnightly; Ensure all appropriate receipts and travel claims are sent through with time sheets. 	As per TFSS policies and procedures
Professional Development	<ul style="list-style-type: none"> Actively participate in 1:1/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; 	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>

Position Specific Functions		
Performance Area	Expected Outcomes	Performance Indicator/s
	<ul style="list-style-type: none"> Actively participate in a service evaluation and staff appraisals, review of job descriptions; Attend relevant meetings in relation to your role. 	
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 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). 	As per Children's and Young Person's (Care and Protection) Act Chapter 16 A
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 immediately. 	As per TFSS policies and procedures

Your Level of Decision Making and Authority

- Act within policy and procedure
- Make final decisions within the case planning practice

Decisions that are Referred to your Direct Supervisor

- All issues that require a sign off/approval from Service Stream Manager or those with the delegation of authority to do so;
- Complaints from families or service providers
- Requests for new business from Funding Bodies
- Complaints from Funding Bodies

Conditions of Employment:

All TFSS workers are bound by the terms and conditions contained within the:

- TFSS Letter of Engagement
- The Position Description
- The relevant Industrial Award (s)
- TFSS Policies and Procedures and program specific protocols and guidelines
- The TFSS Code of Conduct, as amended and endorsed by the TFSS Board of Directors from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed from time to time to meet our operational needs and we (TFSS) reserve the right to vary the above position description at any time in response to the changing needs of the program and organisation.

Employee's Signature

Dated

Employee's Name

CEO/ Manager's Signature

Dated

CEO / Manager's Name