

**Position:** Intake and Assessment Officer

**NPYWC Program:** Domestic and Family Violence Service (DFVS)

**Employment Details:** Full-time, permanent

**Location:** Alice Springs

**Base Salary:** \$91,284.41 - \$102,296.31 p.a. (negotiable based on experience) with additional benefits

## What we do:

We are an Anangu-led organisation, governed by women's law, authority and culture. We deliver health, social and cultural services for all Anangu.

## Our Values:

We believe in the strength of Anangu people, culture, and the collective agency of women. We are dedicated to delivering more and better choices for our communities. We are committed to Malparara way – a cross cultural practice framework specific to NPYWC that respects the contribution Anangu and non-Indigenous people, working alongside each other, bring to the organisation

We are a trauma-informed organisation and this guides our work.

## Your Team:

The NPY Women's Council Domestic and Family Violence Service (DFVS) supports Anangu women from the Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara lands who are experiencing domestic and family violence.

The service operates across the Central Desert tri-state region, incorporating communities in NT, SA and WA.

DFVS provides immediate crisis responses via our team of Intake and Assessment Officers, who provide short-term intensive support via our freecall referral line.

DFVS also employ a team of caseworkers who support a caseload of women over the medium- to long-term, and make regular visits to remote communities.

DFVS also incorporates a community programs team which provides specialist support (e.g. legal advocacy), and brings together Anangu women with lived experience of DV to provide cultural guidance to our workers, and to

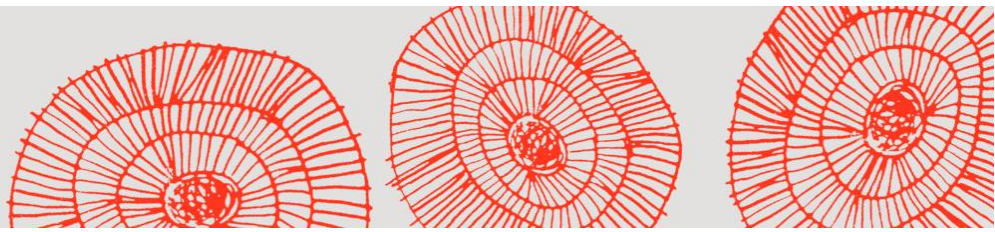
## Your Role:

As one of three Intake and Assessment Officers, you will work as part of a dynamic and dedicated team of multi-disciplinary professionals who are passionate about supporting women's agency and safety.

You will provide short-term (up to two weeks) support for Anangu women from the NPY Lands experiencing, or at risk of, domestic and family violence.

You will complete risk assessments, safety planning and referrals for clients both over the phone and in person in the DFVS office in Alice Springs.

You will be supported by an onsite Team Leader and participate in regular reflective practice and group supervision to ensure you feel supported and equipped to provide best practice trauma-informed and culturally safe care.



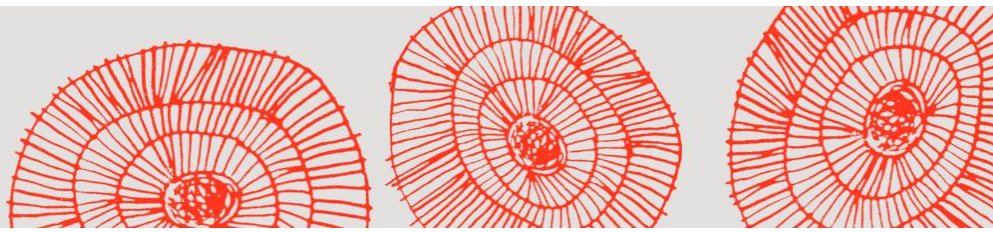
engage in healing and primary prevention work in their own communities.

DFVS work from a trauma-informed, culturally safe model and centre the agency of Anangu women in all our work. You can find more detail about our way of working in the Strengthening Community Capacity to End Violence Framework:

<https://www.npywc.org.au/publications/>

## Your Responsibilities:

- Provide trauma informed and culturally safe face to face and telephone support for women accessing DFVS.
- Complete risk assessments and safety planning in collaboration with women experiencing violence
- Support women to make police statements regarding their experience of violence, if they wish to pursue a legal response
- Provide information on available services and referrals to both remote and town-based services, including legal services
- Provide short-term support for women who are experiencing crisis, which may include advocacy and liaison with health, legal, accommodation and child protection services
- Work in close collaboration with caseworkers, who support clients seeking medium- to long-term support
- Maintain clear and accurate client records using DFVS' database
- Be guided by the agency and expertise of Anangu, including NPYWC members and Directors, regarding culturally safe modes of practice
- Represent the organization in a professional manner in external meetings and develop positive working relationships with other stakeholders
- Work in a trauma-informed, strengths-based and culturally safe manner
- Actively engage in monthly supervision and reflective practice and take positive action in response to feedback from your line manager
- Create respectful relationships with colleagues and contribute to a harmonious and trauma-informed, culturally safe workplace
- Adhere to AASSW Code of Ethics and NPYWC Code of conduct.



## Skills and Experience:

- Experience working in a domestic and family violence service or related social services field
- An understanding of trauma-informed, culturally safe and strengths-based practice frameworks
- Demonstrated understanding of the drivers of domestic and family violence
- An understanding of best practice principles of risk assessment and safety planning
- Demonstrated personal resilience and an understanding of vicarious trauma and self-care.
- Excellent communication and interpersonal skills including an ability to negotiate and resolve conflict in a team environment.
- Highly developed time management skills and an ability to prioritise competing demands in a fast-paced environment
- Advocacy skills for use with broader service system
- Experience working with external stakeholders in a complex environment
- Comprehensive computer skills, including using a client management system and the Microsoft Office suite.

### Desirable:

- Experience working in Central Australia or with First Nations clients

## Qualifications:

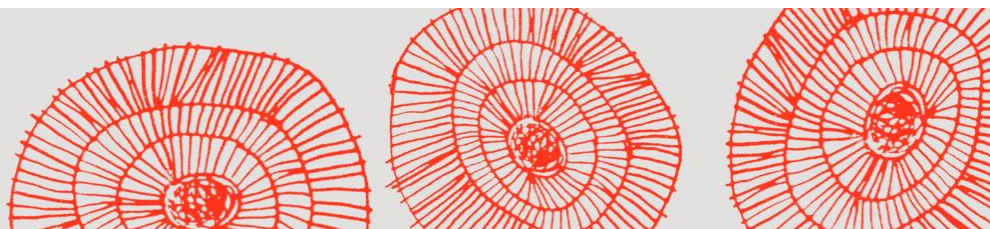
- A tertiary qualification in Social Work or a related field, OR
- A Diploma level qualification in Community Services or related field; OR
- Experience commensurate with these qualifications

## Remuneration:

- Base Salary: \$91,284.41 - \$102,296.31 per year
- Plus 12 % Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus

## Employment Conditions:

- Work in a manner consistent with NPYWC Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPYWC policies and procedures.
- Be responsible and accountable for your own and others health, safety and wellbeing.



- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPYWC.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.
- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require some remote based and travelling staff to have a current Australian driver's licence.
- We require some remote based and travelling staff to be able to operate a manual 4WD vehicle or have a willingness to undertake training.
- All employees are required to have a First Aid certificate or have a willingness to undertake First Aid training.
- All employees are required to meet the relevant State and Territory mandatory vaccination requirements.
- A good level of health and fitness that matches the requirements of the role is required. If necessary NPYWC may require an employee to undergo a pre-employment medical assessment.

**We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.**

**All information will be held in the strictest of confidence.**

To find out more about this position, please contact Heather Smith – Manager DFVS, on [heather.smith@npywc.org.au](mailto:heather.smith@npywc.org.au) or visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.

#### **ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION**

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Employee Name (Please Print)

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Employee Signature

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Date