

Position: Intake and Assessment Worker

NPYWC Program: Domestic and Family Violence Service (DFVS)

Employment Details: Full-time or 0.8 (negotiable), fixed term to June 2024

Location: Alice Springs

Base Salary: \$79,238.97 - \$89,651.62 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:

'Atunypa Wiru Minyma Uwankaraku' Service works from a 'holistic and relational' standpoint, and is structured so that caseworkers are supported to develop relationships in the communities in which they work using a community development approach.

We recognise that this is our key tool for individual and community engagement. 'Casework' is thus very broad in its scope and ranges from working with individuals in crisis and short-medium term follow-up (including supporting clients through the legal system), to working with women and their families in recovery and with longer term goals, through to a variety of community-level and other group activities driven by community members.

Caseworkers are supported by a specialist team (the Community Program team) comprising specialists in law, adult education, community development, specialist casework and narrative therapy.

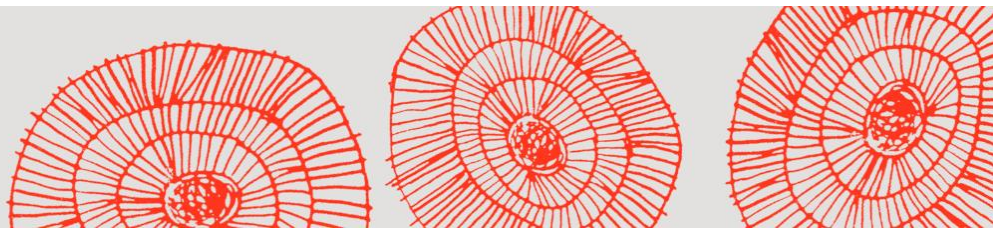
Your Role:

As a vital part of the DFVS team the Intake and Assessment worker is responsible for responding to referrals received for women across the NPY Lands, who are experiencing, or at risk of, domestic and family violence.

The intake phone line is often the first point of call for women experiencing violence on the NPY Lands and is an integral aspect of DFVS service delivery.

The Intake and Assessment worker will work closely with DFVS Caseworkers and the DFVS Community Programs team to provide holistic support in alignment with Strengthening Community Capacity to End Violence Framework, which can be found on our website:

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



Your Responsibilities:

- Perform effective and compassionate face to face and telephone intervention for women accessing DFVS
- Complete risk assessments and safety planning in collaboration with women experiencing violence
- Support women to make police reports 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
- 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
- Participate in monthly supervision with your line manager
- Participate in regular team reflective practice sessions
- Model and facilitate effective and respectful communication that contributes to a supportive and reflective learning culture for the DFVS.
- Develop strong relationships with service providers in Alice Springs and in the NPY tri-state region, particularly police, child protection and health services.
- Adhere to AASSW Code of Ethics and NPYWC Code of conduct.

Skills and Experience:

Knowledge:

- An understanding of trauma informed complex support in a domestic violence context, including risk assessment and safety planning.
- An understanding of a holistic and relational approach to domestic violence service delivery, relevant for Aboriginal Australian cultural contexts.
- Demonstrated good personal resilience and an understanding of vicarious trauma and worker self-care.

Experience:

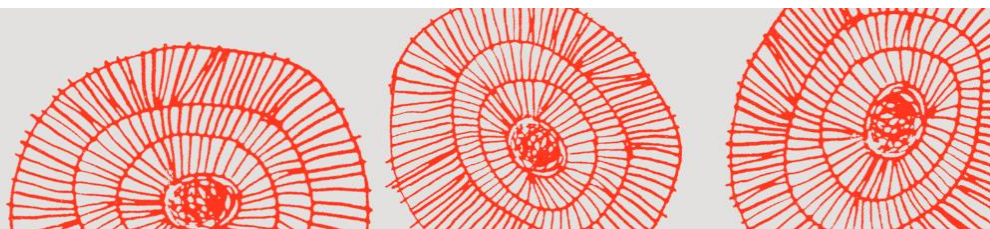
- Demonstrated experience working in social service settings or related field.
- Experience with organisation and planning and managing competing demands in a complex working environment.

Qualifications:

- A relevant degree / diploma in Social / Community Work, or related qualification.

Remuneration:

- Base Salary: \$79,238.97 to \$89,651.62 per year
- Plus 10% Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus



Skills:

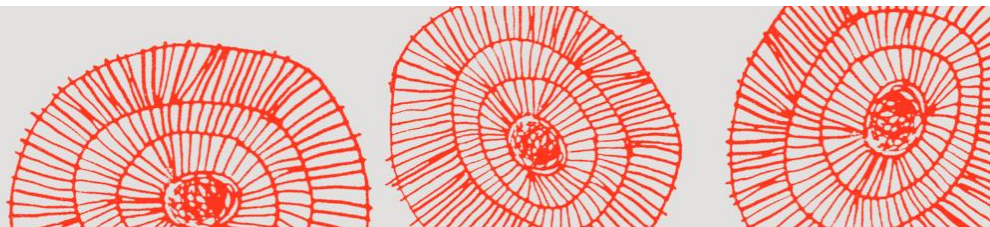
- Demonstrated cross-cultural, intrapersonal and interpersonal skills including an ability to negotiate and resolve conflict.
- Comprehensive computer skills, including using a client data base.
- Exceptional time management and an ability to prioritise in accordance to safety and risk.
- Ability to work in accordance with an Aboriginal Governance Framework.

Desirable:

- Experience working in Central Australia or a remote context.
- Western Desert language skills or willingness to learn.
- Experience in intake and assessment including risk assessment and safety planning.
- Experience working in a domestic and family violence setting.

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 DFVS Manager, Louise O'Connor on dfvs.manager@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