

Position: Intake and Assessment Worker x 2

NPYWC Program: Domestic and Family Violence Service (DFVS)

Employment Details: Fixed term, Full Time to 30th January, 2022

Location: Alice Springs based with occasional travel to the NPY region

Base Salary: \$71,420 – \$80,806 p.a. (negotiable based on experience) with additional benefits

Additional Information: Due to the nature of this role, applicants are required to be female. In this position an applicant's gender is a genuine occupational qualification and is authorised by division 2, section 14 and 31 of the Anti-Discrimination Act 1997, as amended.

Our Purpose:

To support all Anangu, especially women and children, to have a good life, guided by culture and sound governance, through the collective agency of women.

Our Values:

We are an Anangu-led organisation. We believe in the strength of our people, our culture, and the collective agency of women. We are continually guided by our values, to deliver on our purpose and ensure we deliver for and to our community, more and better choices; a good life for all Anangu.

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.

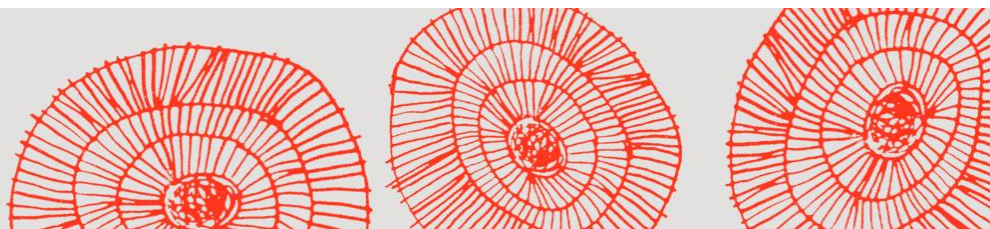
The intake phone line is often the first point of call for women experiencing violence on the NPY Lands and is an integral aspect of DFVS service delivery.

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 who are accessing support via DFVS.



- Provide telephone advice on available services and assistance.
- Respond to the needs of 'walk-in' clients who attend the DFVS office.
- Support and assist clients to make police reports relating to domestic violence.
- Support clients to access services in Alice Springs such as crisis accommodation services, legal services or health services.
- Accept and document details of client referrals.
- In consultation with other Caseworkers, support DFVS clients who are in Alice Springs whilst DFVS Caseworkers are working out bush or on leave.
- Collaborate with other NPY Women's Council (NPYWC) services, such as the Child and Family Wellbeing Service and the Youth Program.
- Participate in weekly staff meetings (including a case management component), comprising regular preparation for, and chairing of, these meetings (on a shared roster).
- 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 team.
- Support DFVS Caseworkers during remote bush trips on occasion.
- Participate in regular supervision with your Coordinator.
- Maintain clear and accurate client records.
- Develop strong relationships with service providers in Alice Springs and in the tri-state region on the NPY Lands, particularly police, child protection and health services.
- Conduct and complete risk assessments in accordance with jurisdictional legislation and / or practice.
- Support clients with the development of safety plans, both over the phone and face-to-face.
- Adhere to AASW Code of Ethics and NPYWC Code of conduct.

Skills and Experience:

Knowledge:

- Demonstrated 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:

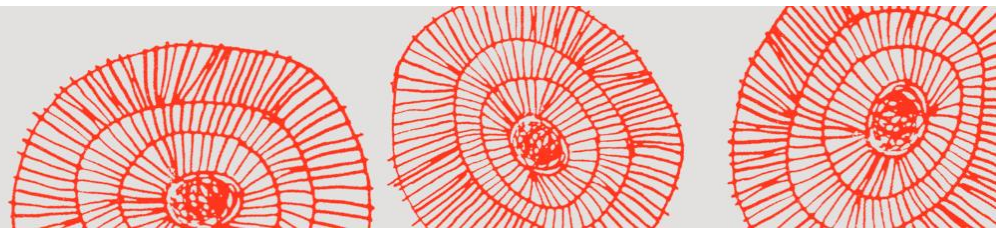
- Experience in intake and assessment including risk assessment and safety planning
- Demonstrated experience and understanding of domestic and family violence.

Qualifications:

A relevant degree / diploma in Social / Community Work, or related qualification / extensive experience in the domestic and family violence context.

Remuneration:

- Base Salary: \$71,420.82 – \$80,806.10 per year
- 9.5% Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus



- Experience in working cross-culturally, and a demonstrated understanding of cultural safety and its application in human service delivery.

Skills:

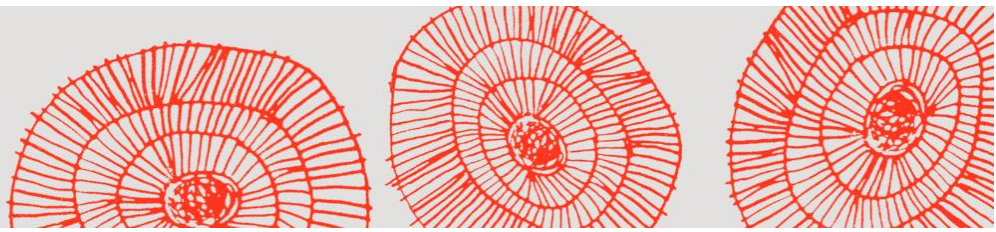
- Excellent intrapersonal and interpersonal skills including an ability to negotiate and resolve conflict.
- Comprehensive computer skills, including using a client data base.
- Organisation and planning skills for managing competing demands in a complex working environment.
- Exceptional time management skills 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.
- Western Desert language skills or willingness to learn.

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 all staff to have a current Australian manual driver's licence.
- A current First Aid certificate or a willingness to undertake training.
- Experience in operating a manual 4WD vehicle or a willingness to undertake training.
- A good level of health and fitness that matches the requirements of the role. If so required by NPYWC you may be required 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 Corrina Graham, DFVS Manager 08 8958 2375 or visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.

APPROVED COPY

Signed:

Date: November, 2020

PROGRAM MANAGER

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