

Position: Team Leader

NPYWC Program: Domestic and Family Violence Service (DFVS)

Employment Details: Permanent, Full Time, 38 hours per week. Flexible arrangements can also be negotiated.

Location: Based in Alice Springs with travel to the NPY region

Base Salary: \$96,453.51 – \$104,174.19 (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 & 31 of the Anti-Discrimination Act 1997, as amended

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

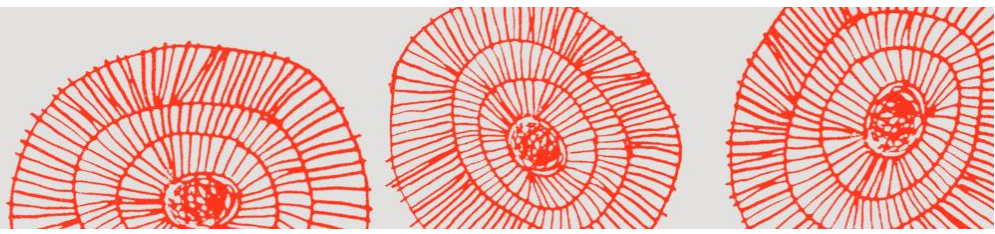
Your Team:

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 response support 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 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 Role:

The NT/WA Team Leader manages a small team of frontline domestic and family violence workers. The role is responsible for:

- Supervision of caseworkers who service the NT and WA communities in our region
- Supervision of Intake and Assessment Officers who respond to urgent requests for support via our freecall referral line or in-person presentation at our office
- Developing and maintaining relationships for coordinated and collaborative service delivery in NT and WA
- Working in close collaboration with the SA Team Leader
- Participating in the broader management of the DFVS via the leadership team



Your Responsibilities:

Supervision of frontline workers:

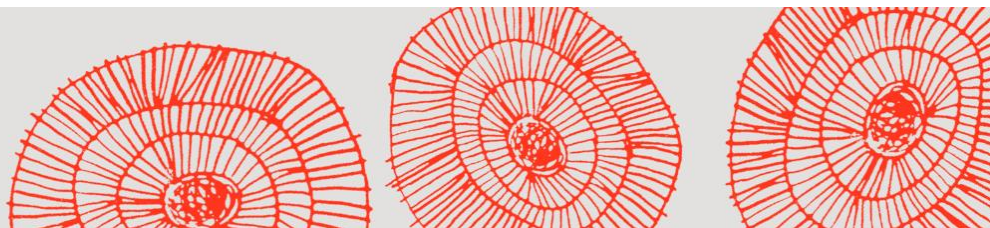
- Clinical supervision and line management for caseworkers servicing the NT and WA communities, as well as two Intake and Assessment Officers
- Leading case reviews for caseworkers and providing consultations on complex client matters
- Facilitating weekly critical reflection case studies in collaboration with the SA Team Leader
- Providing day to day operational oversight for the Intake and Assessment team in collaboration with the SA Team Leader (e.g., rostering)
- Participating in weekly staff meetings, including regular preparation for and chairing of these meetings (on a shared roster).
- Supporting caseworkers to collaborate and integrate their practice with the work of the community programs team

Developing and maintaining relationships for coordinated and collaborative service delivery in the designated jurisdictions:

- Representing the DFV Service in multi-agency forums including the Alice Springs Family Safety Framework meetings and advocating for clients in these meetings
- Maintaining positive working relationships with legal, health and other services and stakeholders in NT and WA
- Assist casework staff to develop strong professional networks in their relevant communities
- Advocate for individual clients, and for the goals of the DFV Service and NPY Women's Council as appropriate, and mentor staff in respectful and constructive advocacy.

Participating in the management and leadership group of the DFV Service:

- Modelling and facilitating effective and respectful communication that contributes to a supportive and reflective learning culture for the DFVS.
- Contributing to the effective administration of the DFV Service and processes such as planning, policy review, data collection, including continuous quality improvement mechanisms.
- Assisting in the development of submissions, funding reports, annual operational plan, policy reviews, and oversee data collection and collation as requested.
- Assist in the development, implementation and evaluation of professional education and development programs offered both internally and externally as requested.
- Participating in regular DFVS management group meetings and ensure effective planning and coordination between all elements of the DFV Service
- Deputising for the manager, either individually or in a shared capacity, as requested.



Skills and Experience:

Knowledge:

- Demonstrated understanding of trauma-informed complex case management in a domestic violence (or closely related human services) context.
- An understanding of an holistic and relational approach to domestic violence service delivery, relevant for Aboriginal Australian cultural contexts.
- Knowledge of the criminal justice system and the relevant domestic legislation.

Experience:

- Demonstrated ability to integrate a community development framework into professional practice with both individuals and community groups.
- Experience of 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 constructively resolve conflict, negotiate change, advocate and work collaboratively as a member of a leadership team.
- Ability to apply a strengths-based management and leadership approach and bring out the best in teams.
- Excellent written and verbal communication skills suitable for a leadership role.
- Comprehensive computer skills, including using a client data base (or ability to acquire this).
- Excellent organisation and planning skills for managing competing demands in a complex working environment.
- Ability to work in accordance with an Aboriginal Governance Framework.
- Experience in group facilitation, such as case conferences, interdisciplinary meetings, client and community groups, and other stakeholder groups.

Desirable:

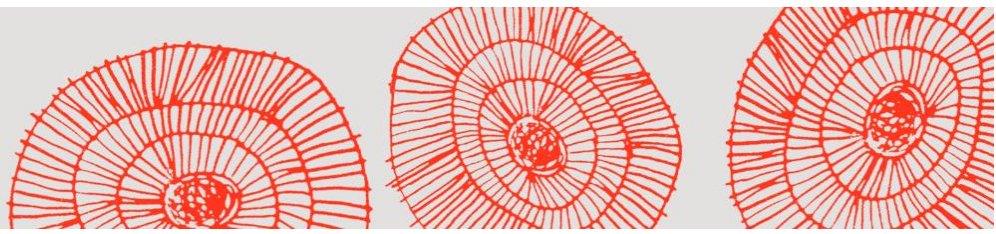
- Experience providing professional clinical casework supervision for practitioners working in complex contexts.
- Experience working in Central Australia.
- Western Desert language skills or willingness to learn.

Qualifications:

Relevant qualifications and demonstrated experience in Social Work, Psychology, Community Development or related studies.

Remuneration:

- Base Salary: \$96,453.51 – \$104,174.19 per year
- Plus 11% 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 (08 8958 2345). You can also 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