

## POSITION DESCRIPTION

<b>POSITION:</b>	<b>CRISIS SUPPORT WORKER</b>
<b>PROGRAM AREA:</b>	<b>Crisis Support Program - Cairns</b> The Womens Centre is a community based feminist service that provides a range of support to women who are homeless or at risk of homelessness and/or experiencing domestic and family violence.  Assistance is provided in the form of crisis intervention; centre based and outreach case management, information, referral, practical assistance, emergency relief.
<b>REPORTING:</b>	The Support Worker reports to and works under the direction of the Team Leader and the Manager and within the guidelines and policies set by Womens Centre FNQ Management Committee.  The position does not have direct responsibility for budgetary or policy making.
<b>CORE RESPONSIBILITIES:</b>	The primary responsibility of this position is to provide centre based case management to women and women with children who are experiencing or at risk of experiencing homelessness and/or domestic and family violence.  The Crisis Support Worker will also provide short-term, practical, housing-focused support to women who are homeless or at risk of being homeless, to establish and maintain stable housing including advocacy, brokerage funding assistance, bond loan and housing application assistance.
<b>TERM OF CONTRACT:</b>	12 months with possible extension.
<b>HOURS OF WORK:</b>	22.5 hours per week, Tuesday, Thursday & Friday 9am – 2pm and Wednesday 9am – 5pm).
<b>SALARY &amp; CONDITIONS:</b>	<i>Social, Community, Home Care and Disability Services Industry Award, Community Services Worker Level 4 (\$35.18 p hr.)</i> Superannuation, Salary Sacrifice options available. This position is subject to successful completion of a three month probation period.

## **POSITION DUTIES**

*Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. All staff members are required to carry out all duties in accordance with the philosophy and aims of the organisation and to act at all times with integrity and professionalism.*

### **SERVICE DELIVERY**

- Provide crisis assistance and centre based case management support to women and children experiencing or at risk of experiencing homelessness and domestic and family violence.
- Plan, implement and evaluate case management strategies including the development of individual case plans with a focus on safety issues and establishing and sustaining safe independent housing.
- Provide appropriate crisis support, information, referral and advocacy to women contacting the service.

### **REPORTING AND ADMINISTRATION**

- Develop and maintain professional and client resources for use in the organisation.
- Prepare and maintain appropriate accurate and confidential records of client work including case management processes including assessment, case notes, case plans, safety plans and statistical data.
- Undertake administrative tasks relevant to the position and assist in the general administration and operations of the service.

### **RELATIONSHIPS**

- Establish, maintain and improve links, cooperation, networks and relationships to provide effective services and improve coordination.
- Maintain cooperative internal relationships and actively work towards a healthy, respectful and collaborative workplace environment and culture.

### **ORGANISATIONAL**

- Positively promote the Womens Centre FNQ locally.
- Work within the Womens Centre FNQ s policies and procedures.
- Actively participate and prepare for regular individual line support and supervision meetings with the Team Leader.
- Actively participate in team and service meetings including case coordination, peer support and information sharing.
- Actively participate in professional development activities and attend meetings and undertake projects relevant to the goals and objectives of the Womens Centre.
- Any other duties as reasonably directed by the Team Leader, Manager or Management Committee.

## KEY SELECTION CRITERIA

### ESSENTIAL

- Demonstrated skills in providing client centred case management, and crisis intervention to women and their children experiencing homelessness and/or domestic and family violence.
- Demonstrated understanding of the effects and causes of domestic violence, including knowledge of cultural differences and needs in particular Aboriginal and Torres Strait Islander women.
- Demonstrated understanding of the social and political contexts of homelessness from a social justice, gender and anti-racist perspective and the impacts of this for people who are homeless or at risk of homelessness.
- Demonstrated high level of written and spoken communication and interpersonal skills, including the ability to advocate on behalf of clients, work cooperatively within a team environment, and to liaise with government and non-government agencies to provide quality client services.

### ADDITIONAL FACTORS

- A tertiary qualification in Social Work, Psychology, Health or Human Services is preferred.
- A Blue Card (authorisation by the Commission for Children & Young People to work with under 18 year olds) is required.
- Willingness to undergo a Police Check is required.
- Current driver's license is required.
- Computer literacy skills, including Microsoft Office applications is required.
- The Womens Centre Code of Conduct sets out expectations relating to behaviour and communication. Successful applicants are required to read and comply with the Code of Conduct.
- This position is responsible for creating, maintaining, using, disclosing, duplicating and disposing of information, as well as managing and using communication devices (e.g. email, internet and telephone) and agency resources (e.g. vehicles, mobile phones and computers etc.). Staff must undertake these tasks in accordance with Womens Centre policies and procedures (e.g. record keeping, privacy, security, email and vehicle usage, intellectual property ownership etc.).

## ADDITIONAL INFORMATION

This position is based in Cairns and is for 12 months, contract expected to be extended.

Applicants are to submit by email - a brief resume; contact details for 2 referees (one of whom should be your current supervisor); and a maximum 2 page written response addressing the 4 key selection criteria.

Contact Person – Jane Doyle  
Manager  
Womens Centre FNQ  
4051 9366  
[jane@wirc.org.au](mailto:jane@wirc.org.au)

Applications close 5pm Monday 21 January 2019

### **Privacy Notification**

*We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed. Your personal information is kept secure and confidential and managed in accordance with Womens Centre FNQ Privacy Policy and Confidentiality Policy.*

## **ORGANISATIONAL INFORMATION**

The Womens Centre is a community based and community managed feminist organisation that provides a range of support services in Cairns and Atherton that work with and assist women, and their children, to transition them away from homelessness and violence and the child safety system. We work alongside clients providing them with information, resources and support to assist them to make their own decisions and life choices.

Our goal is to assist women to obtain safe independent permanent housing free from violence and abuse.

*The Womens Centre operates a range of programs in both Cairns and Atherton*

### **Cairns & Atherton – Crisis Support Service**

We offer short term crisis support including advocacy and practical assistance, with a focus on homelessness and domestic and family violence. The support is practical with a focus on obtaining or maintaining housing and crisis assistance for women escaping domestic violence.

### **Cairns – Young Parent Program**

We offer support for women aged under 25 years who are parenting or pregnant. Outreach support offered is intensive and long term with a focus on stabilising housing, addressing safety needs and protecting children.

### **Cairns – Family Support Program**

We provide intensive case managed support to women with children. Outreach support offered is intensive and long term with a focus on stabilising housing, addressing safety needs and protecting children. We work with families with children 0-18 years who are at risk.

### **Atherton – DV Shelter Program**

We provide immediate short-term emergency housing for women and children escaping domestic and family violence. Our housing is independent and safe. Referrals may come via DV CONNECT, self-referral or through another service.

### **Atherton – DV Court Support Program**

We provide Court Support for women seeking Domestic Violence Protection Orders, and escaping violent situations. We provide practical legal support with making private applications for Domestic Violence Protection Orders. Court Support is provided at the Magistrate Courts in Atherton and Mareeba each week.

### **Atherton – Safer at Home Program**

We work with the courts, police and clients to assist women and children to stay safe in their home. Staying in your own home is an option for some women. We can assist with practical aspects of staying safely at home and make arrangements for the safety upgrades to be made to the woman's home.

## ORGANISATIONAL CHART

