

Position Description



YWCA CANBERRA

Position Information	
Position	DVSS Team Leader
Date approved	June 2024
Program	Domestic Violence Support Service
Supervisor	Director, Prevention of Violence and DV Response
Location	Central Office
Hours of work	30 - 38 hours per week
Salary	Grade 4 Level 1 YWCA Canberra Enterprise Agreement 2023-2027

General Conditions of Employment

- YWCA Canberra Enterprise Agreement 2023-2027
- Appointment is subject to obtaining and maintaining a satisfactory Working with Vulnerable People check and clear Police Check (at own cost).
- Appointment is subject to maintaining satisfactory working rights in Australia.
- All YWCA Canberra policies and procedures will apply.
- Subject to a 6-month probation period

Position Statement

Domestic Violence Support Service at YWCA Canberra aims to provide a free and confidential service for women and children in Canberra who are affected by domestic and family violence.

YWCA's goal is to support women and children to reach a stage where they are safe and free from fear of domestic and family violence. We provide a range of services, risk assessment and safety planning, including information and referral, practical assistance, advocacy, and emotional support.

Using a feminist framework that acknowledges a gendered analysis of domestic violence, YWCA DVSS aims to provide a holistic response to women with and without accompanying children who are experiencing domestic and family violence and related homelessness, emphasising the principles of empowerment, self-determination and an acknowledgement of the dynamics of domestic violence in a political and social context. We do this through the provision of direct support, assistance to seek safe accommodation and housing options and programs that aim to create a non-violent community where women and children, regardless of their social and cultural background, age and sexual orientation, will have access to the knowledge and supports needed to take control over their own lives.

Reporting to the Director of Prevention of Violence and DV Response, the Team Leader is responsible for working in partnership with the DV unit team members and Housing and Homelessness team for the strategic development, and effective and efficient delivery, of Domestic Violence response and prevention of violence projects of YWCA Canberra, in accordance with the vision, values and policies of the organisation. All service delivery programs comply with funding body requirements and domestic and family violence sector standards.

The DVSS Team Leader will have responsibility for the Domestic Violence Support Service.

The key elements of the Domestic Violence program include supporting a multi-disciplinary team :

- Supervising and supporting the team with specialist case management and coordination.

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- Domestic and Family Violence risk assessment and safety planning
- Gender and trauma informed practice' seeking to build capacity for our service user;
- Working with the team to develop and implement in house domestic violence support program and funding opportunities (*such as Women Safety Grants and DV Support Group*); and
- Supporting the team in implementing frameworks and ensure that reflective practice is used within the team.
- Promoting and supporting the introduction of culturally safe and trauma informed support and case management for families and individuals from First Nations, CALD, temporary visa status and clients with disability.
- Stakeholder engagement within DFV sector in ACT, advocating for better outcomes for service clients.
- The implementation of Outcome Star- outcome measurement tools for the DV service.
- Exploring practical supports and grant opportunities for holistic support.

Responsibilities

Client work	<p>Based on feminist principles, working from a strength based, child-centred, family focused, gender and trauma-informed practice framework:</p> <ul style="list-style-type: none"> • Provide advice and support to DV Case Managers in pursuit of KPI achievement and positive client outcomes, regularly review progress towards case goals. • Manage a small case load as required with the following client work: <ul style="list-style-type: none"> • Conduct comprehensive risk assessment and safety planning with women and children to end or reduce the risk of future violence. • Provide short term systemic advocacy, information and planned support to access legal assistance, accommodation opportunities and other services that promote safety • Provide centre based and outreach strategies to women, children and family members affected by domestic and family violence. • Work through a team-based approach to identify holistic supports and access to services to meet the needs and aspirations of people accessing services • Use the tools and processes developed by the team for planned support and coordination with other agencies like Onelink, HACT, CYPS, Legal Aid/Women Legal Centre, ACT Police, DVCS and women refuges. • Maintain a high quality of work within the service with individuals and families as evidenced by well documented case notes and support plans using the organisational database. • Empower and foster independence and access to appropriate resources, opportunities and services within the community • Establish and maintain positive relationships with government and non-government services to enhance their understanding of and response to families and individuals experiencing domestic violence • Implement service user evaluations. • Collect and compile accurate service user case management documents. • Work within a reflective practice and continuous improvement philosophy.
Service design and implementation	<ul style="list-style-type: none"> • Work closely with the Director of Prevention of Violence and DV Response to develop program documentation including, service policies, procedures, information forms and promotional material.

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Responsibilities

	<ul style="list-style-type: none"> • Consult widely with a diverse range of stakeholders and partners to promote the service effectively to eligible cohort. • Develop appropriate information sheets for clients and potential referrers; and assist with recruitment and induction service staff. • Line management of the DV team, supporting the delivery and implementation consistently high-quality service. • Screening incoming referrals, intake, assessment and allocation of clients. • Monitor a risk management and quality improvement processes. • Achievement of the outcomes and outputs of the YWCA's contracts with various funding bodies through relevant planning, data collection, implementation and evaluation strategies.
Collaborative practice	<ul style="list-style-type: none"> • Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate. • Work closely with strategic partners and other service providers and agencies to improve access and service delivery to meet the needs of service users. • Contribute to the development of an annual operational plan and oversee the implementation of this plan within the Violence Prevention and DV Team. • Initiate and actively participate in case coordination and review conferences with service users and other service providers as required. • Maintain up to date knowledge of current service provision, relevant research and sector development. • Attend relevant sector meetings and provide feedback to team members, including staff in the DV team, HSU, Community Services Portfolio and other YWCA Canberra staff as appropriate. • Participation in the development of the goals of the Community Services Portfolio.
Staff Supervision	<ul style="list-style-type: none"> • Participate in all aspects of staff recruitment, induction, supervision, training and professional development of the team. • Provide proactive line management supervision and support to the program staff, (including problem solving), utilising a strengths-based approach and outlining the required performance of each team member and their contribution to the achievement of the goals of the Community Services Portfolio.
Team work and professional development	<ul style="list-style-type: none"> • Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work. • Participate in the development of a personal professional development plan and engage in professional development as required.
Administrative tasks	<ul style="list-style-type: none"> • Proactively adhere to all quality (QIC) and housing standards • Introduce and embed Outcome Star outcome measurement within the teams • Provide accurate and timely case notes and reporting. • Implement and manage the Outcome Star and related reporting including six monthly and annual reporting.

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Responsibilities

In relation to YWCA Canberra

- Read, understand and uphold organisational policies and procedures.
- Work in a manner that aligns with the YWCA Canberra's values and ethics. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other activities as directed by your manager.
- Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.
- Other duties as directed from time to time.

Selection Criteria

Qualifications

- A minimum Diploma of Community Services or equivalent. Tertiary qualifications in a relevant field such as social work, psychology, community development or human services strongly desirable.

Knowledge and Experience

- Desirable demonstrated experience of three-four years in working with people experiencing domestic and family violence and risk of homelessness in both a crisis response and planned support/case management approach in the following fields:
 - Strengths-based case management and coordination
 - Current theory and practice relating to domestic and family violence.
 - Advocacy.
 - Outreach support.
- Experience and/or the ability to work competently with women and children, from diverse backgrounds including Aboriginal, Torres Strait Islander, culturally and linguistically diverse backgrounds and LGBTQIA+.
- Demonstrated understanding of human resources management and experience in the supervision and support of staff including development of workplans, personal development plans and performance management systems and achievement of individual and team KPIs.
- Extensive stakeholder engagement and relationship management experience
- Demonstrated collaborative professional practice and communication skills, including well developed written skills and strong interpersonal and negotiation skills, and the ability to develop relationships with key stakeholders and represent the organisation.

Capabilities and Behaviours

- Excellent interpersonal and communication skills including written skills.
- Strong commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision.
- Ability to prioritise workloads and meet internal and external deadlines.
- Proactive 'self-starter' approach to work with the ability to use initiative.
- Operate ethically, professionally and with integrity at all times.
- Ability to execute sound judgement and adhere to professional boundaries.
- Commitment to reflective practice and continuous development and improvement
- Demonstrated skills in the use of Microsoft Office and reporting through data base collection systems.
- Strong skills in strategic thinking, including strong research and policy skills and an ability to be flexible and adaptable.

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Other Requirements	<ul style="list-style-type: none"> • Ability to work within the philosophy of YWCA Canberra • Current full driver's license • A current Working with Vulnerable People registration and clear police check. • Australian Citizenship or suitable rights to work in Australia
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Authorisation

Acknowledgement by Incumbent	Signature: Name:	Date	Click here to enter a date.
Chief Executive Officer	Signature: Name:	Date	Click here to enter a date.

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