

YARREDI SERVICES INC DFV Specialist Worker  
Job & Person Specifications





## **VISION**

An empowered and respectful community

## **MISSION**

To champion a respectful and connected community through:

- The promotion of equity, human rights and social justice
- Strategic community connections and partnerships
- Professionalism and accountability in all we do
- Proficient and responsible service provision
- Leadership in community development and advocacy

## **VALUES**

Our values are based on principles of respect, empowerment and participation.

Our organisation will operate effectively and efficiently at all times as a 'centre of excellence'.

Our work practice will be effective, efficient, compassionate and confidential.

Our workers are respected as skilled and compassionate professionals.

Our clients will be treated respectfully, and be provided with information that supports informed choices and decisions.

Our stakeholders will receive quality service delivery that is efficient and quality for money, and be provided with timely and accurate information.

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**POSITION: DFV Specialist Worker**

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Last Updated 16<sup>th</sup> June 2022

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**SUMMARY OF BROAD PURPOSE OF THE POSITION**

Direct service provision to women and their children who are affected by domestic & family violence (DFV) through case management, and focused or integrated programs.

**REPORTING/WORKING RELATIONSHIPS**

DFV Specialist Workers work as part of a team, and report in the first instance to the Manager of Programs.

**SPECIAL CONDITIONS**

Recent industry reform has resulted in the creation of The SA Domestic and Family Violence Alliance (the Alliance), bringing together multiple partners across the domestic violence sector to work collaboratively in combining knowledge and experience to create a coordinated, coherent and “whole of system” approach to the provision of services across South Australia.

Working as part of the direct services team, this role includes working both within and across defined Yarredi DFV programs including:

- DFV Case Management
- DFV- CAP, Supportive and other Housing Program support
- Participation in the On Call roster
- Safe At Home (SAH)
- Any other roles/component tasks as agreed from time to time  
(Relevant supporting documentation is available for each program)
- May include authority to act within established parameters
- This position is up to 0.8 FTE: with hours as negotiated and specified in work contract

**EMPLOYMENT CONDITIONS AT COMMENCEMENT**

Specified fully in contract, employment is governed by the Yarredi Services Inc Enterprise Agreement 2013, with classifications based on SCHADS Award – SACS Level 5 equivalent

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## **DUTY STATEMENT / RESPONSIBILITIES**

### **GENERAL :**

- Contribute to attainment of identified service and client outcomes through effective work practices including:
  - contribution to, and participation in a cohesive team approach;
  - Participate in supervision and consultative support; and
  - adhering to established procedures and protocols
- Liaise and collaborate with other community services to ensure effective working relationships and best outcomes for clients at individual and collective levels
- Identify gaps and participate in service development to improve services and responses to DFV
- Undertake delegated representation on other partnership or community committees or forums
- Contribute to, and facilitate awareness of dfv in the community including group work and community forums
- Make and implement critical decisions that align with the policies and procedures of the organisation as required
- Contribute to the development and maintenance of a supportive, cooperative and collaborative work environment with a culture that is supportive, caring, inclusive, respectful and trustworthy to ensure best outcomes for clients and colleagues
- Liaise with preparation of, and participate in work rosters with colleagues to meet organisational and staff needs
- Undertake identified training and development activities
- Maintain accurate records, produce high level documentation and report writing
- Participate in development, review and evaluation of policies, program objectives and activities, including meeting ASES or other required standards or competencies
- Participate in performance reviews, supervision, team meetings and debriefing, including to address risk of vicarious trauma
- contribute to the guidance, support, direction and training of new workers and/or volunteers or students on placement
- participate in regular staff meetings and performance reviews
- any other duties as required/negotiated from time to time

**PROGRAM SPECIFIC** - For integrated or specific program elements and parameters please refer to program-specific duty statements.

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**WHS**

- Take reasonable care to protect own health and safety through self monitoring of wellbeing and needs and participation in supervision
- Take reasonable care to avoid adversely affecting the health or safety of any person through any act of commission or omission at work
- Monitor a safe workplace and management of risk register, including to take any action to avoid, eliminate or minimise hazards of which you are aware

<b>CORPORATE RESPONSIBILITIES and SERVICE PROVISION PRINCIPLES</b>	
<p>All Yarredi Employees and Volunteers are expected to maintain and contribute to established values and philosophies of the organisation (please see Vision, Mission and Values Statement - attached)</p> <p>Policies also outline expected behaviours, and all employees and volunteers must subscribe to the Yarredi Code of Conduct and Confidentiality Policies, as well as all other policies or Legislated requirements.</p> <p>Yarredi is an inclusive organisation and workplace where diversity is respected.</p>	
<p><b><u>Client Service principles</u></b></p> <ul style="list-style-type: none"> <li>• Person-centred</li> <li>• Relentless and Resilient</li> <li>• Flexible Support</li> <li>• Cultural Integrity and Diversity</li> <li>• Community Connection</li> </ul>	<p><b><u>Broader Sector Principles</u></b></p> <ul style="list-style-type: none"> <li>• Partnerships and Collaboration</li> <li>• Dynamic Leadership and Participation</li> <li>• Transparency and Accountability</li> <li>• Efficiency and Effectiveness</li> <li>• Respecting Client Journey and Lived Experience</li> </ul>

**DFV Specialist Worker: Person Specification****KEY SELECTION CRITERIA****CORE CAPABILITIES & REQUIREMENTS OF THE POSITION** (Based on SCHADS Social and Community Services Employee Level 5)**Able to meet the following requirements:**

Contribute to the operational objectives of the organisation by, for example:

- While working under general direction, undertake a range of functions which require a high level of knowledge and skills to achieve organisational goals
- Assisting in establishment of organisational programs and procedures
- Undertake specialised functions under a wide range of conditions to achieve results in line with organisational goals
- While working within established work practices, be able to exercise initiative and judgment where practice is not clearly defined
- Working across more than one discipline or work area
- Assist in setting priorities and monitor work flows in their area of responsibility
- Undertake a range of duties within their work area, including develop work practices and procedures; problem definition, planning and exercise of judgement; input into policy matters and contribute to their development; and to meet deadlines
- Provide information or advice on matters of complexity within their work area and/or specialised area
- Assist in the operation and/or coordination of a work area, including within budgetary restraints
- Work towards achievement of the longer term goals of the organisation
- Contributing to design and presentation of publicity and/or promotions
- Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation/work area
- Ability to undertake any or all of the following:
  - Undertake a variety of tasks of a specialised and/or detailed nature particularly in relation to domestic & family violence
  - Provide reports on progress and recommendations as required across a range of activities or programs
  - Exercise professional judgement within prescribed areas
  - Exercise a high level of interpersonal skills in dealing with the public and other organisations
  - Develop or coordinate moderately complex projects within their work area

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- Contribute to the development of new procedures and methodology
- Provide advice and assistance relevant to the work area
- Set priorities and monitor work flow in areas of responsibility
- Supervise on occasions other specialised staff
- Undertake the operation of a discrete element which may be part of (the) larger organisation
- Provide consultancy services for a range of activities within area(s) of specialisation
- Planning, coordination and implementation of educational and/or developmental programs for clients

### **Skills, Knowledge, Experience, Qualifications, Training**

Some or all of the following are or will be needed to perform work at this level

- Comprehensive knowledge of requirements related to the discipline/specialist domestic & family violence area
- Comprehensive understanding and knowledge of organisation policies and procedures
- Interpersonal skills which contribute to building cooperation and collaboration across identified stakeholder groups
- Specialist skills and knowledge gained through experience, training or education
- Detailed knowledge of program activities and work practices relevant to the work area
- Knowledge of organisational structures and functions
- High level of general literacy
- Requisite / ample level of literacy for documents and case notes, database and other day-to-day functions.

### **Prerequisites:**

Able to meet at least one of the following:

- Degree or post graduate qualification in relevant discipline; or
- Associate Diploma with substantial experience; or
- Less formal qualifications with specialised skills; or
- Skills and knowledge attained through previous appointments, service and/or study with a combination of relevant experience, expertise and competence sufficient to perform the duties required at this level

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### **Organisational relationships**

- Able to work under general direction
- May supervise staff, volunteers and/or students on placement
- Demonstrated knowledge and commitment to promoting a safe and inclusive workplace

### **Extent of Authority**

- Exercise a degree of autonomy within established procedures and precedents; assistance is available when required.
- Establishment of priorities and monitoring work flow
- Methods and techniques based on sound judgement
- May manage small projects and/or functions
- Solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters

### **Severability**

In the event that any of the items in this document are held to be invalid or unenforceable in whole or in part, all other items/provisions will nevertheless continue to be valid and enforceable with the invalid or unenforceable parts severed from the remainder of this job description.